

Accidental Death & Dismemberment (AD&D) Frequently Asked Questions

What type of Insurance is being provided by the Financial Institution?

This insurance is Accidental Death and Dismemberment Protection which provides coverage in the event of a death or loss of limb, sight, speech or hearing as the result of a covered accident (see Summary of Coverage insurance document for further details).

Who can be covered?

One account holder per account can be covered for the \$1000/Free coverage. This same account holder can choose additional coverage from \$10,000 - \$300,000 or upgrade to a family plan to cover the account holder, spouse and/or dependent children.

How does the Family Plan coverage work?

The account holder will be covered; the spouse is insured for 50% of the account holders selected amount and each dependent child is insured for 20%. Please refer to the Summary of Coverage insurance document for more detailed information and definitions of spouse and dependent children for this policy.

Does the benefit reduce with age?

Yes, benefits reduce when the primary insured reaches age 70. Please refer to the Summary of Coverage insurance document for complete details on age reduction.

Do premiums increase with age?

No, premiums are not affected by age and will not increase.

How does the Enrollment Process work?

Enrollment can be completed through the online website (www.thankyouprogram.com) or by returning the Enrollment form that was included within the solicitation mailer. If the member does not have/cannot locate the Invite Code/Participant Code from the solicitation mailer, the member can enroll online by utilizing the FI Routing #; or the member can call the Econocheck Toll Free # (800-832-6858) for assistance with enrollment.

How is a Beneficiary designated?

Beneficiaries can be assigned on the direct mail piece at the time of enrollment or when enrolling online. There is no limit on the number of beneficiaries. If multiple beneficiaries are included, the account holder will need to indicate a % for each beneficiary (if you do not indicate a % for each separate beneficiary at the time of enrollment, the benefit will be paid equally to all beneficiaries on file). If a beneficiary is not assigned at the time of enrollment, benefits will be paid per the Summary of Coverage insurance document.

How are premium payments deducted for the Optional/Additional coverage?

The premium for Additional coverage will be automatically deducted from the account holder's designated account through the Financial Institution on the 3rd of each month or the next business day if the 3rd falls on a weekend or holiday.

Is there a medical exam that will need to be completed before coverage begins?

No, a medical exam is not required nor are there any questions to be answered prior to enrollment. Simply send in the completed, signed enrollment form or go online to enroll.

What if the accident occurs at work?

The coverage provided is available 24/7, including while the account holder is at work.

If an Enrollment form is delivered directly to the Financial Institution, where should the form be mailed?

Econocheck – 3 Gresham Landing, Stockbridge, GA 30281

Is this Term Life Insurance?

No, this is not Term Life Insurance.

What is the Econocheck Contact Center Phone Number for the AD&D Program when there are specific member questions?

The toll-free number is (800) 832-6858.

Who is Econocheck?

Econocheck Corporation is the Plan Administrator for the insurance provided by the Financial Institution. Econocheck is located in Stockbridge, GA.

Who is the Insurance Carrier for this insurance?

Federal Insurance Company is the underwriting insurance company for this coverage and is a part of the Chubb Group of Insurance Companies. They are an "A" rated carrier.