

Guardian customer service



Hassle-free benefits administration

## Quick Reference Guide for Planholders

It's easy to administer your Guardian benefits plans on our website [www.GuardianAnytime.com](http://www.GuardianAnytime.com), over secure e-mail or by phone. We are there for you no matter what your needs are.

### [www.GuardianAnytime.com](http://www.GuardianAnytime.com)



Guardian Anytime is your one-stop employee benefits source providing:

- Valuable resources that can help enhance your benefits program and
- Convenient access to your secure Guardian account

Through your secure account, benefits managers have administration tools to:

- Enroll new hires, add dependents, terminate members
- Give employees the option to enroll or make updates to benefits online
- View/pay your bill (e-mail reminders let you know your bill is available online)
- Request plan changes
- Check the status of an Evidence of Insurability application
- Download, print and e-mail forms and materials including ID cards and benefit booklets...and more!

**Register for a secure account or take a tour at [GuardianAnytime.com](http://GuardianAnytime.com)**

### Let employees know they can access helpful information online too!

Members can view information about their benefits, submit an Evidence of Insurability application or short-term disability claim, check the status of a claim, find a provider or access Guardian Anytime mobile...and much more!



### Customer Response Unit: 800-627-4200

Prefer to talk to someone over the phone? Guardian's knowledgeable, experienced Customer Response Unit representatives can assist you with questions about your plans, Guardian Anytime (including a walkthrough of our website) and more. Call us Monday – Friday from 7:00 a.m. – 8:30 p.m. EST/4:00 a.m. – 5:30 p.m. PST.



### Guardian's secure e-mail

If you wish to e-mail your question or request, you can do so through the secure-email channel on [www.GuardianAnytime.com](http://www.GuardianAnytime.com).

### Your Employee Benefits Broker

If your needs involve inquiries including adding lines of coverage, new affiliate locations, changes to enforce products and renewals – contact your broker.



GUARDIAN®

DENTAL | DISABILITY | LIFE | VISION | CRITICAL ILLNESS | CANCER | ACCIDENT