



Group benefits

Service contacts

24/7 secure, efficient access to your benefit information

eService provides easy online access to the tools and information you need to quickly manage Principal® employee benefits. With eService, you can:

- Add and terminate members
- Update salary
- Make name and address changes
- Order dental and vision ID cards
- And more!
- Track online transactions
- Download or view billing statements
- Set up and pay premiums electronically

To log in to eService, visit principal.com. Don't have access? Call 800.843.1371, Monday through Friday, 7 a.m. - 7 p.m. central time.

Administrative contact information

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| <p>Group benefits administration and customer service Billing, enrollment, eligibility, forms, ID cards, etc. Phone: 800-843-1371 Español: 800-243-1404 GroupBenefitsAdmin@principal.com (include group name and number in the subject line)</p> | <p>Life, disability, critical illness and accident claims Principal 711 High Street Des Moines, IA 50392-0002 Phone: 800-245-1522 Fax: 800-255-6609 Submit claims: SBDClaims@principal.com General claims questions: SBDLDBClaimQuestions@principal.com</p> | <p>Dental & vision claims Principal P.O. Box 10357 Des Moines, IA 50306-0357 Phone: 800-247-4695 Fax: 866-301-1502 Submit claims: CSD_Claims@exchange.principal.com General claims questions: DentalBenefitsClaims@principal.com</p> |
| <p>Life conversion Phone: 800-986-3343 (Option 3, ext. 76398)</p> | <p>Principal tax ID 42-0127290</p> | <p>Overnight premium payment (administration address) 711 High Street Des Moines, IA 50392</p> |
| <p>Voluntary life portability Phone: 800-986-3343 (Option 3, ext. 79994)</p> | <p>Disability tax team Phone: 866-309-1625</p> | <p>VSP Phone: 800-877-7195 vsp.com</p> |
| <p>Spanish hotline Phone: 800-243-1404</p> | <p>Travel assistance through AXA Assistance (Group term life only) In the U.S.: 888.647.2611 Outside the U.S., call collect: 630.766.7696 www.principal.com/travelassistance</p> | <p>Will preparation through ARAG Services Phone: 800.546.3718 www.aragwills.com/PrincipalFinancialGroup service@araggroup.com</p> |

Items to remember



Enrollment Form—Newly eligible employees can be enrolled electronically via eService or enrollment forms.



Change Form—Currently enrolled employees making a change to their existing coverage should complete a change form rather than an enrollment form.



Statement of Health (SOH)—Applies to Life, Disability and Critical Illness; please complete for any members electing over the guarantee issue amount or for late enrollees.

Enrollments, changes, claims, Statements of Health, etc., are handled in the order received by the appropriate department. Please send these items directly using the indicated email addresses to avoid any delays in processing.



Principal Life Insurance Company, 711 High Street, Des Moines, IA 50392.

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