



# Quick Reference Guide for Plan Holders

Powerful service — how, when and where you prefer



## guardiananytime.com

Guardian Anytime is your one-stop employee benefits resource and administration tool for routine self-service requests:

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



## Online Chat

(instant service through guardiananytime.com)

You can easily access chat through Guardian Anytime. Live representatives are available to answer questions on eligibility, billing, benefits, claims and other common inquiries.

- You must be registered on Guardian Anytime to access chat.
- If a Chat Agent is available, a "Live Chat" icon will be displayed on the left side of the screen
  - Simply click "Live Chat" and follow the prompts

**Chat Hours:** 7:00 a.m. to 8:30 p.m. EST, Monday – Friday



**91% of plan sponsors are satisfied with the usefulness of Guardian Anytime for managing their benefit plans<sup>1</sup>**



## Service and Support

For questions and requests related to day-to-day plan administration, knowledgeable, experienced representatives can assist you.

**Phone:** 800 627 4200,

7:00 a.m. to 8:30 p.m. EST, Monday – Friday

**Email:** guardiananytime.com, click "secure channel"

Email: [cru@glic.com](mailto:cru@glic.com)



## Your Account Manager

Your Account Manager is there to be proactive in working with you to ensure you get the most from your benefits offering and experience smooth ongoing administration. Direct inquiries such as new affiliate locations, changes to enforce products and renewals to your Account Manager.