

SMART Transportation Division

UNITED TRANSPORTATION UNION INSURANCE ASSOCIATION

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0011 0020 0221 0293 0331 0427 0439 0462 0489 0507 0508 0524
0564 0569 0584 0594 0656 0659 0733 0756 0770 0773 0781 0821
0853 0857 0937 0950 0953 0976 1066 1088 1092 1205 1334 1337
1458 1501 1524 1545 1593 1670 1678 1836 1886 1892 1904 1947
1957

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0117 0161 0166 0238 0265 0324 0426 0471 0473 0500 0556 0845
0855 0891 0977 1043 1058 1238 1294 1348 1366 1505 1554 1573
1574 1626 1637 1713 1775 1841 1977

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0029 0048 0363 0407 0430 0600 0610 0623 0631 0645 0662 0722
0769 0782 0783 0793 0854 0924 0942 0971 1011 1105 1106 1129
1166 1378 1440 1470 1522 1596 1715 1831 1933 1949

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0005 0009 0018 0040 0113 0201 0202 0204 0243 0464 0477 0495
0506 0513 0527 0707 0763 0794 0807 0818 0823 0878 0894 0923
0940 0945 0949 0965 1016 1042 1081 1168 1188 1227 1289 1313
1503 1571 1629 1687 1800 1974

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0002 0072 0138 0168 0171 0194 0195 0198 0206 0225 0226 0234
0278 0281 0298 0313 0320 0432 0445 0453 0528 0577 0586 0597
0601 0620 0643 0653 0740 0744 1003 1075 1083 1183 1202 1258
1290 1299 1358 1381 1383 1421 1423 1433 1438 1477 1494 1526
1529 1534 1597 1709 1760 1816 1883 1895 1928 1962 1973

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0006 0014 0118 0145 0284 0303 0330 0333 0338 0339 0376 0378
0421 0440 0469 0490 0496 0504 0573 0605 0607 0630 0655 0750
0753 0768 0785 0792 0904 0915 0947 0974 0979 0991 1062 1162
1172 1190 1301 1308 1314 1315 1316 1328 1345 1346 1365 1376
1377 1386 1388 1397 1402 1405 1420 1518 1525 1548 1557 1601
1703 1823 1869 1929 1948 1963

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0003 0007 0013 0017 0044 0185 0199 0200 0219 0257 0259 0286
0305 0349 0367 0375 0446 0465 0486 0493 0533 0544 0626 0646
0730 0774 0866 0872 0934 0951 1136 1279 1280 1704 1840 1857
1975

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0030 0033 0535 0598 0622 0674 0762 0772 0847 0903 0931 0941
0970 0998 1031 1033 1053 1138 1221 1245 1261 1263 1312 1502
1504 1598 1790 1814 1887 1910 1971 1972

Liddle, David L. (1674)

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0023 0031 0032 0084 0100 0239 0240 0492 0694 0771 0811 0835
1117 1201 1241 1252 1422 1544 1563 1564 1565 1570 1581 1607
1608 1674 1694 1701 1730 1732 1741 1770 1785 1801 1813 1846
1909

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0001 0060 0061 0095 0153 0167 0172 0212 0254 0256 0262 0277
0292 0300 0309 0318 0328 0340 0352 0377 0386 0394 0498 0587
0596 0663 0679 0710 0759 0800 0816 0830 0838 0898 1006 1007
1074 1361 1370 1373 1374 1375 1379 1390 1393 1400 1413 1418
1445 1447 1462 1473 1558 1566 1582 1589 1594 1628 1672 1702
1705 1908 1951 1978

UTUIA OFFERS TOLL-FREE TELEPHONE ASSISTANCE

UTUIA offers toll-free telephone assistance for UTUIA members and policyholders. This toll-free number is for insurance inquiries only.

The number is **1-800-55-UTUIA** (1-800-558-8842).

By referencing the guide below, UTUIA policyholders can request direct transfer to the proper department for immediate assistance to insurance-related questions.



Policyholder Services Department

Policyholder Services Department personnel provide answers to questions about existing insurance policies, including UTUIA's interest-sensitive whole life policies. Services include cash value and loan quotes and information about dividend accumulations. Policyholder services personnel also provide information with respect to beneficiary designations and provide the appropriate forms for beneficiary and ownership changes. Information about dependent coverage, as well as general information with respect to the benefits provided by existing UTUIA policies, is also available from this department. Additionally, copies of lost or misplaced policies can be obtained from this department.

Actuarial Department

Actuarial Department personnel handle IRA and annuity transactions. This department posts and acknowledges contributions, processes partial and full withdrawals, handles direct transfers, and provides information about settlement options available through UTUIA. Actuarial Department personnel also handle beneficiary changes for IRA/annuity contractholders.

Claim Department

The Claim Department provides information with respect to life and health claim payments. Claim Department personnel also provide premium waiver information and handle correspondence associated with claims. Policyholders can also obtain answers to questions about benefits payable under accident and health policies issued by UTUIA and its predecessor organizations.

Direct Billing Department

Direct Billing Department personnel answer questions with respect to the amount and timing of premium payments due on existing insurance policies for which premiums are billed direct to the policyholder from the Home Office.

Sales Department

Names and telephone numbers of UTUIA field supervisors, and answers to questions about the insurance products available through UTUIA, including premium quotes for new insurance, can be obtained from this department. Callers can also obtain information with respect to the status of new insurance applications. Application forms and assistance are also available through the Sales Department for local insurance representatives.

Underwriting Department

The Underwriting Department provides the status of new insurance applications and handles inquiries concerning medical eligibility for UTUIA products.

Insurance Administrator

Comments and concerns regarding the operation of each department of UTUIA and its employees should be directed to the Insurance Administrator.

Services Not Provided

All phone calls concerning the SMART Discipline Income Protection Program, or other union-related calls should be routed through the SMART-TD operator by calling 216-228-9400.