



## The Standard Exceeds the Industry Average in Disability Claims Customer Satisfaction Results

Survey reveals high marks for 2007 short and long term disability claims service

PORTLAND, Ore., April 22 /PRNewswire/ -- Individuals submitting long term disability (LTD) claims to Standard Insurance Company, a subsidiary of StanCorp Financial Group, Inc., in 2007 reported satisfaction levels that exceeded the average for the industry, as found in claimant research conducted by JHA, a leader in disability reinsurance, consulting and research.

The Standard's claims representatives garnered high satisfaction levels based on the following criteria:

- Courteous and respectful - 95 percent
- Willingness to assist claimant - 93 percent
- Ability to answer questions - 93 percent
- Timeliness of responding to questions - 92 percent

Among LTD claimants, The Standard's overall satisfaction rating averaged 91 percent in 2007.

"These satisfaction results are a tribute to the caring and attentive service provided by The Standard's claims professionals," said Jackie Willingham, vice president, Employee Benefits, for The Standard. "Thanks to their dedication, expertise and professionalism, we've forged lasting relationships with many customers. In fact, The Standard's first group insurance policyholder, which joined us in 1951, remains a customer today. That's a testament to our commitment to providing superior customer service and value."

The Standard's claims representatives also received high satisfaction scores for short term disability claims handling, including 92 percent in "Timeliness of responding to questions," 94 percent for "Willingness to assist claimant," and 98 percent for "Courteous and respectful."

### About The Standard

StanCorp Financial Group, Inc. (NYSE: SFG), through its subsidiaries - Standard Insurance Company, The Standard Life Insurance Company of New York, Standard Retirement Services, StanCorp Mortgage Investors, StanCorp Investment Advisers, StanCorp Equities, Stancorp Real Estate, and StanCorp Trust Company - is a leading provider of financial products and services. StanCorp's subsidiaries serve approximately 8.6 million customers nationwide as of March 31, 2008, with group and individual disability insurance, group life, AD&D and dental insurance, retirement plans products and services, individual annuities and investment advice. For more information about StanCorp Financial Group, Inc., visit its website at [www.stancorpfinc.com](http://www.stancorpfinc.com).

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