

Frequently Asked Questions About the W-9 Mailing:

Why is Symetra requesting my personal information?

Recently, Symetra Life Insurance Company launched a major initiative to update its policy records—efforts that will ultimately enhance customer service and security. As a result, many customers have received requests to provide or confirm their social security/tax identification numbers. This information can be provided by either completing and returning a W-9 form, or by calling customer service at 1-800-SYMETRA (1-800-796-3872). Below are answers to some of the questions you may have about this mailing.

Why is Symetra requesting my social security number?

This information helps us authenticate callers who request sensitive policy information. It also helps us locate customers who may have inadvertently failed to notify us of a move. With this information, we can more quickly pay your policy benefits in the event of a claim, and in turn, ensure compliance with changing insurance regulations. Rest assured, **this information is not being requested for tax purposes.**

I'm not the person insured by the policy, so why did the request for the insured's information come to me?

All letters, statements and correspondence on our life insurance policies are sent to the policy's owner. If you are not the insured and are unable to contact the insured, or are unable to provide the requested information, please contact us at **1-800-SYMETRA (1-800-796-3872)**.

Wasn't this information requested on my application?

Many older applications did not require this information. Reviewing your policy information will allow us to make sure that our records are current and accurate.

Will my personal information be shared?

Symetra takes great care in safeguarding the personal and private information of our customers. The information provided will be treated with the utmost confidentiality and will only be used to update our files and better serve your insurance needs. If you have concerns about providing this information via regular mail, you may provide it to one of our customer service representatives over a secure line at 1-800-SYMETRA (1-800-796-3872).

May I talk with someone about this request?

Yes, our customer service representatives are available to answer questions or address your concerns. Please call us at **1-800-SYMETRA (1-800-796-3872)**, weekdays from 6 a.m. to 4:30 p.m. (Pacific Time).



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