



May 31, 2011 09:00 AM Eastern Daylight Time

The Standard Again Receives High Ratings in Customer Satisfaction Survey

PORTLAND, Ore.--([BUSINESS WIRE](#))--[Standard Insurance Company](#) (“The Standard”)(NYSE:SFG), today announced it received high ratings in a third-party, independent disability claimant satisfaction survey conducted by Gen Re.

“By identifying opportunities to keep employees who may be at risk of disability on the job, and by getting those out on disability back to work quicker, our aim is to help employers realize rapid and measurable reductions in disability-related costs.”

The report gives The Standard higher than industry average marks in 38 of the 44 satisfaction categories surveyed, including overall satisfaction, fairness in evaluating claims and likelihood of recommending the company to another employer.

“While we are proud of our showing in this survey, we are even more pleased that our customers have expressed such satisfaction with The Standard as a partner and benefits provider,” said Jackie Willingham, vice president of benefits for The Standard. “We don’t take the praise for granted. Our team remains hard at work to ensure our customers continue to receive quality disability coverage.”

The Standard also has higher than industry average marks when it comes to providing assistance to employees coming back to work after a disability leave. This is the second time in a row that the company’s return-to-work program, also known as [Workplace Possibilities](#)SM, has received above average ratings.

“We take great pride in helping keep employees at work and productive,” said Willingham. “By identifying opportunities to keep employees who may be at risk of disability on the job, and by getting those out on disability back to work quicker, our aim is to help employers realize rapid and measurable reductions in disability-related costs.”

About The Standard

The Standard is a leading provider of financial products and services. The company serves approximately 7.5 million customers nationwide as of March 30, 2011, with group and individual disability insurance, group life, AD&D, dental and vision insurance, retirement plans products and services, individual annuities and investment advice. For more information about The Standard, visit www.standard.com.

The Standard is the marketing name for StanCorp Financial Group, Inc. and its subsidiaries.

About Gen Re

Headquartered in Portland, Maine, Gen Re offers its clients reinsurance solutions and consultative support in the areas of underwriting, risk assessment, pricing, valuation, claim management, marketing, distribution and product development. Through its research practice, publications, and industry events, including the Group Disability Market Survey, Gen Re is the leading source for information and insight about the Disability and Group Life markets.

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