

Service Matters

You care. We listen.

At Trustmark, our service model is based on decades of listening to feedback from brokers, employers, enrollment firms, and policyholders. Our goal is to ensure a positive experience at all levels.

Service matters. Our dedicated service teams are with you every step of the way ensuring the right resources address your requests with timeliness and accuracy.

Do you have billing questions?

Contact our Client Services team directly at **(800) 514-3446** or **ClientServicesVB@trustmarkbenefits.com**

Our Billing Services Team can help you with:

- Questions or copies of a bill or change report
- Confirmation of deduction amounts
- Interface related questions
- Online system questions
- Billing and remittance process questions
- Consolidated billing questions

Do you have questions on a specific policy(s)?

Contact our Customer Care team directly at **(800) 918-8877** or via email at **CustomerCare@trustmarkbenefits.com**

Our Customer Care Team can help you with:

- Payment status or history of a policy
- Policy refunds
- Policy level details (coverage, riders, benefit amounts)
- Policy Reinstatement
- Policy Lapse
- Policyholder communications



Do you need to file a claim, obtain claim forms, or have questions related to claims?

To file a claim online or to view submission instructions, visit

TrustmarkVB.com/Claims

For any questions relating to claims, contact our claims team directly at **(877) 201-9373** or

ClaimContactVB@trustmarkbenefits.com

Please note: Trustmark's policies are individually-owned policies. As such, the insured must authorize Trustmark to provide information to a third-party, including, but not limited to, employers, brokers, producers, and TPAs. An authorization form must be completed by the insured claimant and provided to the Claims department. Trustmark Claims Department will review the authorization and provide information to a third-party based on the authority provided to us by the insured claimant.



You care.
We listen.

Underwritten by Trustmark Insurance Company
Rated A- (EXCELLENT) A.M. Best

400 Field Drive • Lake Forest, IL 60045
TrustmarkVB.com    

Trustmark
benefits beyond benefits