



Electronic Service Agreement

Legal name of company (include dba), known as "Policyholder":

Account number/s: _____

I. Establishment/Definitions

- A. Principal Life Insurance Company (Principal Life) has issued one or more group insurance policies ("policies") to the Policyholder.
- B. Policyholder requests that certain administrative functions, as specified below, be performed electronically. Policyholder desires that records and information relating to the policies be sent and received by electronic transactions ("Electronic Records"), consistent with applicable law. Both Policyholder and Principal Life are prepared to administer various policy terms and provisions via electronic transactions.
- C. "Participant" means employees and their eligible dependents who are covered under a group insurance policy issued by Principal Life.

II. Administrative Functions

A. Paperless Booklets, Certificates and Policies	
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<p>The Policyholder shall:</p> <ul style="list-style-type: none"> a. Provide electronic media access (desktop internet, kiosk, public PC) to allow participants access to the Principal Life web site for viewing their booklet/certificate. b. Furnish paper copies of the booklet/certificate, and any other plan documents, to all participants who do not have access to electronic media. c. Upon termination of the insurance agreement with Principal Life, inform all participants and beneficiaries of the termination and that the booklet/certificate will remain on-line for a limited period of time (3 months) following the termination date. d. Hold Principal Life Insurance Company harmless from any damages resulting from the employer's failure to take the necessary steps to make the documents available electronically. 	

B. Electronic Eligibility Records	
Policyholder will submit electronic eligibility via (check all that apply):	
<input type="checkbox"/>	Initial Census enrollment via spreadsheet
<input type="checkbox"/>	eService (online administration) – not available to self-accounting groups
<input type="checkbox"/>	eFile (electronic data feeds) - account type & size criteria must be met
The Policyholder shall:	
a.	Obtain completed group enrollment data (with a valid signature) from each eligible participant applying for or waiving coverage, or for coverage increases or decreases, and provide Principal Life with such enrollment data via electronic means whenever possible.
b.	Maintain the enrollment records and other necessary records to enable Principal Life to determine the current job class, benefits, home addresses of participants, and termination date for each participant.
c.	Make forms and data related to this group insurance available to Principal Life for audit upon request.
d.	Maintain current beneficiary designations and changes in beneficiary designations.

III. General Provisions

- A. The Policyholder shall:
 - 1. Execute this agreement consistent with all Federal Laws, your State laws, including, but not limited to ERISA; and
 - 2. Meet any necessary disclosure and timing obligations under such law(s); and
 - 3. Ensure that the system used by the Policyholder to furnish documents to participants results in actual receipt of the electronic documents.
 - 4. Agree to request a PIN to access the Principal Life Insurance Company’s eService application.
- B. There is no employer-employee or agency relationship between the Policyholder and Principal Life. The duties and obligations of this agreement are neither assignable nor transferable by either party without the consent, in writing, of the other party.
- C. If a Policyholder with a self-funded Plan requests Principal post the self-funded Plan benefit booklet summaries on Principal’s website, Principal will be doing so as a convenience to Policyholder and Principal is not taking on any Plan Administrator duties related to the distribution of Summary Plan Descriptions (SPDs) or other ERISA-required reports or disclosures. Principal does not warrant that the posting of the documents on its website will satisfy any of the requirements of ERISA, even if it is informed that Policyholder wishes to use the website for that purpose. Principal, at its discretion, may use disclaimers and other notices in connection with the display of the documents to make it clear that Principal is not the plan insurer or Plan Administrator and that the Policyholder is solely responsible for the content and currency of the documents.
- D. Policyholder and Principal Life acknowledge and agree that whenever electronic transactions are not possible, transactions will be conducted in a manner that is consistent with insurance industry standards.
- E. This agreement may be amended by mutual consent, in writing, by the Policyholder and Principal Life.
- F. This agreement will continue until it is terminated. This Agreement will terminate automatically without notice upon termination of all Policies the Policyholder has with Principal Life. This agreement may be terminated upon notice by either the Policyholder or Principal Life. Termination of this agreement does not relieve the Policyholder of its obligations under applicable state or federal law. The duties described in Paragraph II.A.c of this Agreement shall remain in effect until such time as they are fully satisfied.

Signature of Policyholder’s authorized representative

Date

Printed name of signer

Title