

To: Participating Regulators in the November 18, 2004 Regulatory Settlement Agreement ("RSA") with UnumProvident

From: Paula Flowers, Julie Bowler and Alessandro Iuppa as the Lead Regulators under the RSA

Subject: Amendment to the UnumProvident RSA

Since the RSA was signed last November, we have had continuing discussions with UnumProvident, particularly with regard to notification of the Claim Reassessment Process to claimants whose claims were denied or terminated between January 1, 1997 and December 31, 1999. The RSA obligated UnumProvident to give notice by mail to claimants whose claims were denied or terminated between January 1, 2000 and January 18, 2005. 1997-1999 claimants were eligible to participate on request. A number of regulators requested that the RSA be modified so that mail notice would be given to all eligible claimants.

We have reached agreement with UnumProvident to amend the RSA as follows:

1. UnumProvident will provide written notice to the 1997-1999 claimants of Provident and Paul Revere. Provident's acquisition of Unum occurred so late in 1999 that its changes in claim procedures had very little impact on Unum's 1999 claim decisions.
2. UnumProvident will provide written notice to each of its claimants, during the claim process, of their right (under the RSA) to have an independent medical examination unless the Companies pay the claim.
3. UnumProvident will give "significant weight to an attending physician's opinion ... unless the opinion is not well supported by medically acceptable clinical or diagnostic standards ... In order for an attending physician's opinion to be rejected, the claim file must include specific reasons why that opinion is not well supported ..."

UnumProvident will also offer to disability insurers and self insurers for which it provided administrative services, at its expense, inclusion of their disability claimants in a substantially similar claim reassessment process to the RSA.

The Companies have reached agreement as well with the California Insurance Department. (California did not enter into the RSA.) The Companies' agreement with California resolves all the issues that arose from California's own examination of UnumProvident.

Please contact any of us, should you have any questions or comments about this amendment to the RSA.