

# How to file a voluntary benefits claim

Unum makes it easy



If you have any questions or need further explanation of your benefits, just call **1-800-635-5597**.



Our customer service representatives are here to help provide you with all the information you need. It's that easy.

**When you need to file a claim, you may have other things to think about. The last thing you need is a complicated process to hold up your benefit payments.**

## There are three easy ways to file a claim:

- On the Unum Customer App for Apple and Android devices (you need an account, so if it's your first time filing a claim, register on unum.com first). Once you're registered you can use the app to submit claims and check claims status
- Online at unum.com
- By calling 1-800-635-5597

## What's the timeframe for my claim?

Complete voluntary benefits claims in 24 hours<sup>1</sup>

## Claims for wellness, too

Your Unum critical illness, hospital insurance or accident insurance policy may include a wellness benefit (referred to as health screening benefit in certain critical illness policies) that can pay a benefit for a covered preventive health screening. This benefit is designed to help keep you — and your finances — healthy.

## To file a claim for the Wellness or Health Screening Benefit:

- Call 1-800-635-5597.
- Request to submit a wellness/health screening claim.
- Be prepared to provide:
  - First and last name of the policy holder
  - Policy holder's Social Security Number and/or policy number
  - First and last name of the claimant (may or may not be the policy holder)
  - Name and date of the wellness test
- You can call 1-800-635-5597 to request a paper claim form if you do not want to file a claim over the phone.

<sup>1</sup> Initial claim filing must include complete information.