



RELIANCE STANDARD

A MEMBER OF THE TOKIO MARINE GROUP

THERE'S NO BAD TIME TO FILE YOUR CLAIM

Reliance Standard makes it easy to start pretty much any benefit claim. Knowing what to do, and what to expect, will help you get prompt, appropriate service and improve your overall experience.



24/7 ONLINE

File securely @ RSLClaims.com

You can also email your scanned claim form to ClaimsIntake@rsl.com or FAX to (267)256-4262



EVEN MOBILE

Our site is mobile-responsive:
Just tap, or scan the code below:



BY PHONE

Speak to an intake specialist
weekdays 9A - 9P Eastern

TOLL-FREE
(855)RSL-CLAIM
(855)775-2524

You will need a valid email address and some general information to get started. You will not need your policy number to submit a claim, nor will you need to create an account login and password. Depending on which type of claim you are submitting, you should be ready to provide information such as:

Your Name / Address / Gender / Date of Birth / Phone / SS # Your Employer Name / Address Your Injury/Condition
Physician or medical provider information
Whether or not to withhold taxes from your benefit payments

After we receive your claim submission, a Reliance Standard Claims Examiner will contact you promptly to verify and gather any additional information needed to make a decision. Then we can discuss your plan/benefit coverages and next steps.

HAVE A QUESTION? Many claims inquiries can be answered 24/7 on our website, www.RelianceStandard.com (just click Customer Care!) or through our telephonic Customer Care system: 1-800-351-7500. Customer Care Representatives are available weekdays from 8 AM – 7 PM Eastern.

How to submit a claim online

Simple, easy, convenient

To improve your claims experience, this document explains how to submit a claim for benefits online. Timely reporting of a claim is required for approval of benefits and it's easy to file a claim online 24/7/365. This is a fast, secure way to initiate a benefits claim for yourself, a family member or – if you are an employer – a covered employee. It should take less than 10 minutes to submit your claim.

STEP 1:

Go to www.reliancestandard.com > Employee Quick Links OR just click www.RSLClaims.com!
Select - Submit a Claim (*I am an Employee*)
Identify if you are filing the claim for yourself or for someone else Choose the type of benefit you are filing for:

- Add your name and email address to the DocuSign Form
- Read and Agree to the Electronic Record and Disclosure
- Read “What you Need to Know”
- Complete the entire claims application.
- Review any applicable State Disclaimers

STEP 2:

To Submit your claim, click Finish. You can also choose “Save and Finish Later”

WHAT TO EXPECT NEXT

A Reliance Standard Claims Examiner will reach out to you to:

- ✓ Verify the reasons for your claim
- ✓ Request any additional information needed to make a decision
- ✓ Discuss your plan/benefit coverage
- ✓ Discuss the next steps in the decision process

We will contact you by phone and/or in writing with a claim decision, once we receive all required information. Every claim is reviewed based on all information provided and according to the plan provisions as outlined in the policy.

