

# How to file your critical illness and accident claims



## Draw on our flexibility

Reliance Standard makes it easy to start an accident or critical illness claim. Knowing what to do - and what to expect - will help you get prompt, appropriate service and improve your overall experience.

## File a claim anywhere, any time



## What to do

You can submit most claims securely online. 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 / Social Security Number
- Your Employer Name / Address
- Injury/Condition
- Physician or medical provider information

You may also need to complete an additional Authorization to Obtain Information, which allows us to request your medical records if needed. If you would like your benefit payment deposited electronically into your bank account, we will also need you to complete an Authorization for Electronic Fund Transfer.

## What to expect

After we receive your claim submission, a Reliance Standard Claims Examiner will contact you to:

- Verify the reasons for your claim
- Gather any additional information needed to make a decision
- Discuss your plan/benefit coverages and discuss next steps

When we receive all your required information, your Examiner will make a decision which will be communicated in writing.

## What if...?

Questions? We are here to help!

Many claims inquiries can be answered 24/7 on our website, [www.RelianceStandard.com](http://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 8:00 AM – 7:00 PM Eastern Time.