



How to file a claim for Unum benefits

IT'S EASY | Your life may have just become more complex, but we make it simple for you to file your claim and get the benefits you need. Don't worry, we've got you.

For fastest results, file online

AVAILABLE 24/7/365



1. On the web

First time filing a claim? Go to our secure website, unum.com/claims, and register for an account. You can file and manage all your claims on this site, or by using our mobile app.



2. Using your mobile device

After you've registered online, you can download the Unum Customer App for Apple or Android devices (available wherever you get your apps). You can use the app to manage your claim or file new claims.

DIGITALLY FILE ALL TYPES OF CLAIMS



Disability Insurance



Leaves of absence
(*disability, FMLA maternity, etc.*)



Life Insurance



Accident, Critical Illness, Hospital Insurance



Wellness benefits for screening tests

Not sure which type of claim to file? No problem.

Just answer a few questions on the website or app, and we'll help you figure everything out.

HERE'S WHAT YOU CAN DO ONLINE:

File claims

Check and change your personal information

Upload required documents

Download certain claim and tax forms

Sign & submit forms

Register for direct deposit

Let us know when your baby arrives, for maternity claims

Check claim & payment status

Sign up for text messages

And more!

Before you file

Have this information handy, to make the process go smoothly.



For leave of absence claims, you will need:

- ☐ Your supervisor's name and telephone number
- ☐ The last day you worked and the first day you were absent due to your claim event
- ☐ The date you expect to return to work (if you know), or the actual date if you have already returned to work



For disability claims, you will need:

- ☐ Your health care provider's name, address, fax and telephone number
- ☐ The date you were injured or your illness began
- ☐ The dates of your visits with your health care provider for this condition, including:
 - Your first visit
 - Your most recent visit
 - Your next scheduled visit
- ☐ Any work restrictions or limitations your health care provider has recommended.

We may require additional medical information to better understand your claim. But we can help you get the information we need throughout the process.

After you file

Check your claim status and manage your claim on the web or mobile app. If you need to talk to someone, give us a call.



Disability Insurance:
1-800-858-6843



All other benefits:
1-800-635-5597

QUESTIONS ABOUT FILING?

If you have questions or need assistance, contact your employer or call 1-866-679-3054.



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