บก่บ่า

THE KENAN ADVANTAGE GROUP

# How to file a claim for Unum benefits

When life gets complicated, we make it simple to access the benefits you need.

Don't worry, we've got you.



# Use your MyUnum for Members online account for fastest results!

гſ	ß
L.	

#### Register for an account at unum.com/access

- View benefits and file claims
- Upload documents and add/update medical providers
- Update your profile & communication preferences
- View status and payment information



#### Get the MyUnum for Members mobile app

- Enjoy the convenience of your online account on-the-go by downloading from the applicable app store\*
- Easily submit photos of required documents directly from the app

Only your employer can electronically file, or check the status of a Term Life or Accidental Death & Dismemberment (AD&D) claim.

# Experience the benefits of filing and managing your claim online

The same tools in your online account are available in the app—giving you a flexible, efficient and transparent experience. You can:

- Complete one easy-to-use guided form, and we'll check it for completeness *before you submit*—helping minimize delays
- Choose direct deposit and get approved payments up to a week faster than check
- Log in to view status 24/7
- Opt in to receive updates and requests through email or text instead of snail mail
- Upload required documents any time even using your phone's camera!
- Access your policy documents and year-end tax forms



#### Questions?

- STD, LTD: 888-673-9940
- Supplemental Health: 800-635-5597
- Term Life, AD&D: 800-445-0402
- Experienced representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday
- Note that additional required documents may be requested to complete the process

#### Unable to file online?



#### File by paper form

- STD, LTD, Supplemental Health, Term Life, AD&D: Get claim forms at unum.com/access.
- Send your form and required documents to the fax number or mailing address on the form
- Once your claim or leave is received, please allow 24 48 hours for status to appear online.

### The mobile app makes the claims experience simple!

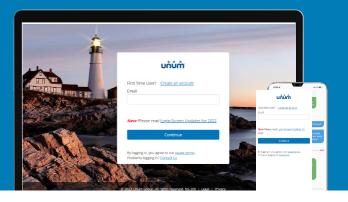
The MyUnum for Members app makes submitting your claims convenient and quick, especially when you're away from work.

With just a few taps, you can check status and upload documents using your device's camera.

Download today from the applicable appstore to get the most convenient, efficient, and transparent claims experience!



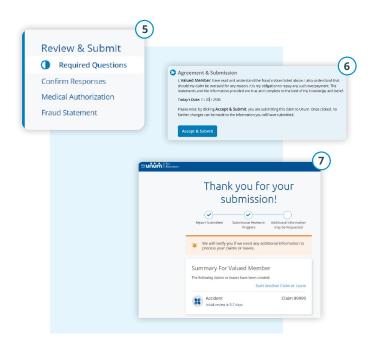




# Instructions for filing your claim

#### On the web

- 1. Go to <u>unum.com/access</u>.
- **2.** a. If filing for the first time, click "Create an account." We recommend using a personal email address that is easily accessible when away from work.
  - b. If you already have an account, enter your email.
- **3.** Once you're logged in, begin with "Start a Claim or Leave" to provide initial details of what happened.
- 4. Add claimant information as requested, including:
  - a. Your employment information
  - b. Medical care resulting from the event, like surgery
  - c. Medical providers visited—physicians, hospitals, other medical professionals



C	2)	leor?	Croate an account	
	First time (	user?	Create an account	
	Email			
1				
n <b>hùṁ</b> l <sup>for</sup> Members				X CAN
Start a Claim	or Leave			
The following questions will be used	d to determine if your event issue	elisible for c	munder à 10 fb.	
			overage. nit a separate claim for each person, but we'll make it as	easy as possible.
Who is this for?				
2 Valued Member		*	My Benefits	
				ouse Dependents
What happened?			✓ 11 Accident ●	
Astrony tradebacture of				
Will you or have you missed time fn           Bill-time off work		•		
Had an accident or injury  Will you or have you missed time fm     Full-time off work      Full-time off work      unit	om work?	•		X CANCE
Had an accident or injury Will you or have you missed time fm     Full-time off work	om work?	• • •		
Had an accident or injury  Will you or have you missed time fm     Full-time off work      Full-time off work      unit	om work?	• • or Leav		
Had an accident or injury  Will you or have you missed time for     Full-time off work      Full-time off work      Jurget	om work?	• • or Leav		
Had an accident or injury Will you or have you missed time fit     Full-time off work     Turking of work     Unit	om work? Start a Claim o	Claimar	re nt Details	Save for late
Had an accident or injury Will you or have you missed time fit     Full-time off work     Turking of work     Unit	on work? I'm literan Start a Claim o mant Comma Details	Claimar	e	Save for late
Had an accident or injury  Willyou or have you missed time fr      Full time off work      Full time off work      Chai      Chai	om work? with lifetons Start a Claim of mant Comme Deals ss	Claimar Please verify you.	re nt Details	Save for late
Had an accident or injury  Willyou or have you missed time fr      Full time off work      Full time off work      Chai      Chai	on work? I'm literan Start a Claim o mant Comma Details	Claimar Please verify	re nt Details	Save for late
Had an accident or injury Will you or have you missed time for     Full-time off work      Use the second sec	en work? In Marcana Start a Claim of mant Commun Deales Iso Iso Iso Iso Iso Iso Iso Is	Claimar Please verify you. Prefix * Ms.	e nt Details	Save for late
Had an accident or injury Will you or have you missed time for     Full-time off work      Use the second sec	om work? with lifetons Start a Claim of mant Comme Deals ss	Claimar Please verify you. Prefix * Ms. First Name *	e nt Details	Save for late
Had an accident or injury Will you or have you missed time for     Full-time off work      Use the second sec	en work?	Claimar Please verify you. Prefix * Ms.	e nt Details	Save for late
Had an accelert or injury Will you or have you missed time for     Full-time off work      Full-time off work      Clair     Clair	en work?	Claimar Please verify you. Prefix * Ms. First Name *	e e t Details t t t t t t t t t t t t t t t t t t t	Save for late

- 5. Review your information and:
  - a. Confirm responses
  - b. Provide medical authorization
  - c. Review fraud statement
- 6. Select "Accept" and "Submit."
- **7.** View confirmation screen, see any next tasks and track progress.

#### On the app

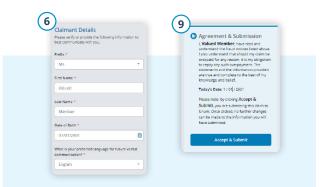
- 1. Download the MyUnum for Members app from either Apple<sup>®</sup> or Google Play<sup>™</sup>.
- 2. If you already have an account, you can log in.
- 3. If you do not have an account, select "register."
  - a. Read the Terms of Use and select "I understand and accept."
  - b. If this is your first time registering in the app, you'll see a series of Welcome screens. Review the featured app highlights or tap "skip" if you prefer.



- 4 Hello, Frita (5) Start a Claim or Leav The following questions will be a your event is eligible for coverag 1 Ve 7 = My Benefits View Rep (\*\*\* • To-Do's </u> \$100.00 0 苗 1  $\equiv$
- 7. Review your information and:
  - a. Confirm responses
  - b. Provide medical authorization
  - c. Review fraud statement
- 8. Select "Accept" and "Submit."
- 9. View confirmation screen, see any next tasks and track progress.



- 5. Provide information about what happened so Unum can identify which coverage applies to your situation.
- 6. Add information about the following:
  - a. The claimant (you or a family member)
  - b. Your employment
  - c. Medical events resulting from the event, like surgery
  - e. Medical providers visited physicians, hospitals, other medical professionals





unum.com

Apple is a registered trademark of Apple Inc. Google Play is a trademark of Google LLC. © 2022 Unum Group. All rights reserved. Unum is a registered trademark and marketing brand of Unum Group. and its insuring subsidiaries. Insurance products are underwritten by the subsidiaries of Unum Group. FOR EMPLOYEES MK-669700-2 (3-22)