

How to file a Disability Claim

ReliaStar Life Insurance Company, Minneapolis, MN
A member of the Voya® family of companies



For policy holders of Group Term Disability Income Insurance.

Group Policy Name:
Liebherr-America, Inc.

Group Policy Number:
0072332-1

Group policy issued in:
Virginia

Disability Claim Submission Process

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To file a Short Term Disability claim:

When filing your claim telephonically you will not be required to complete a claim form. Your information will be taken via the phone from the benefit specialist. This is the quickest way to begin your claim.

Contact us at 1-866-228-8742 to report your claim

A benefit specialist will ask questions about your illness or injury, as well as the job you were doing before you were unable to work. The specialist will also explain the claim process, timelines and how a decision will be made about your claim for disability benefits. You may also need to have your doctor complete a form and provide medical records.

What information do I need?

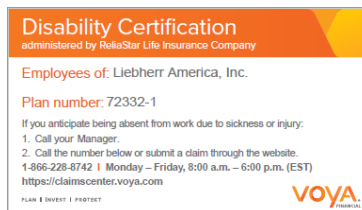
Before you call, please have this information handy:

- Your name, address, phone number, birth date, Social Security number and email address
- Employment information: hire date, last date worked, occupation, description of duties, salary.
- Reason and description for your claim – Accident/Sickness Details.
- Worker's compensation claims you've filed or plan to file.
- Details about doctor, hospital or clinic visits, including dates and contact information.

See your doctor:

Your doctor can provide critical information about your illness or injury and will provide crucial medical information for us to review your claim for benefits.

Your wallet card, provided by your employer, provides valuable information to help simplify the benefit claim process.



Important things to remember:

- To report time off, call your Manager.
- Call 1-866-228-8742 or visit <https://claimcenter.voya.com> to begin your claim.
- Sign any required authorization to release your health information from your physician.

Note: Benefits will be delayed if this procedure is not followed. Disability Income Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. ©2021 Voya Services Company. All rights reserved. WLT250008926. 1678366 175253-06302021

How to submit a Short Term Disability Claim via the online Claims Center:

Listen to this short video on how to file a claim:

<https://presents.voya.com/EB/LandingPage/Videos/Start/story.html>

Visit the Voya Claims Center at www.voya.com/claims

Click on “Get Started” under the “Start A Claim” option.

Once you have all forms completed you can return to www.voya.com/claims

- Choose Step 2 “Submit your Forms”.
- Agree to the claims center terms and conditions
- To make sure your claim is routed properly complete the questions about “You” and select Short Term Disability Income Insurance. If you don’t have your “claim number” you can still proceed.
- Upload your claim forms and any additional supporting documentation and submit forms.

Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Voya Employee Benefits is a division of ReliaStar Life Insurance Company. Product availability and specific provisions may vary by state.

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