

Claims Checklist & FAQ

Life Insurance (Beneficiary/Policyholder)

Ready to file a claim?

Equip yourself with helpful information and documentation before you get started.

Information you'll need:

- Employer or Group name
- Group number (optional, but can assist in the process)
- Employee/insured name
- Employee/insured birthdate
- Employee/insured Social Security number
- If the beneficiary is not the employee, you will also need:
 - Beneficiary name
 - Beneficiary birthdate
 - Beneficiary Social Security number

Examples of documentation you may need to gather when filing a death claim:

- You will provide:
 - Proof of Death – Claimant Statement*
 - Death Certificate**
 - Additional forms based on your case*
- Your Employer/Administrator will provide:
 - Employer Claim Form*
 - Enrollment information
 - Beneficiary Designation form

* These are forms that will be auto-generated when you start the claim online at voya.com/claims or that will be provided by the Voya Claims Center.

** A photocopy of the death certificate is acceptable.

Frequently asked questions

How does the claims process begin?

It depends on the group and how the policy is administered, as well as your role in the claim:

- A beneficiary is the individual or entity designated to receive proceeds from the life coverage upon the insured's death. It is the employer's responsibility to maintain beneficiary records on behalf of employees. If no beneficiary has been designated, the "Payment of Proceeds" provision in the policy or certificate will designate how the proceeds will be payable.
- Whether you are a beneficiary or an employee who wishes to file a claim, your best first step is to reach out to the employer or group administrator. They will let you know if they need to initiate the claim, or if you can start the claim online at voya.com/claims.
- Insured individuals who are now paying premiums directly to the insurance company may start their claim online.

Does the employer/administrator need to submit my paperwork for me?

The employer is involved in the claims process as they administer the coverage and there is information they will need to confirm or provide the insurance company such as enrollment data and beneficiary documentation. Your claims paperwork can be submitted independently from an employer, or together as one package. Submitting as one package can help the process. The claim won't be processed until all necessary documentation is received.

ReliaStar Life Insurance Company (Minneapolis, MN) and
ReliaStar Life Insurance Company of New York (Woodbury, NY),
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If I submit my paperwork separately, will you reach out to the employer/administrator to get more information?

As long as you identify the name of the employer or group in your paperwork, we will be able to reach out to them for the necessary information. If you do not provide the employer's name, we may reach out to you for it.

This was a combination of employer-paid life insurance and employee-paid supplemental life insurance.

Do I need to submit two claims?

No, you will submit one claim whether it was employer-paid, supplemental, or a combination of both.

Do I need to provide a certified death certificate?

We require a photocopy of the death certificate for all claims.

Does the death certificate need to include manner and cause of death?

Cause and manner of death are required to rule out the death by homicide. If the death is the result of a homicide, we need to verify the beneficiary did not cause the insured's death. In addition, the coverage may have suicide or other exclusions, so cause and manner of death is relevant. For plans with accidental death benefits, the manner and cause of death may be required.

What if the beneficiary is a minor?

Life insurance benefits cannot be paid directly to a minor beneficiary. The amount of the benefit and the state where the minor beneficiary lives will both affect how they can be paid. Some states allow benefits to be paid under the Uniform Gifts to Minors Act or the Uniform Transfers to Minors Act if the death benefit amount payable to the minor is less than a specified dollar amount. The amount payable is state-specific. If the amount payable is greater than allowed under that state's Uniform Gifts to Minors Act or Uniform Transfers to Minors Act, the person having care and custody of the child will need to obtain an Order Appointing Guardian/Conservator of the estate of the minor and Certified Letters of Guardianship/Conservatorship for the estate of the minor. These are court-issued documents and legal representation is usually required to obtain them.

If the custodian of the minor beneficiary does not obtain the appropriate appointment as guardian/conservator (as appropriate to their state) of the estate of the minor within the escheatment time frame dictated by the state, the Company must escheat the unpaid death benefit to the state's Unclaimed Property division for the benefit of the minor. The minor may then claim those funds from the state once they attain age of majority in the appropriate jurisdiction. Alternatively, the custodian of the minor may claim those funds from the state's Unclaimed Property division, though most states also require the custodian to obtain court appointment as guardian/conservator of the estate of the minor prior to claiming the funds.

What if the beneficiary is an estate?

In addition to the other required documents, some states allow benefits to be paid under a Small Estate Affidavit if the death benefit amount payable is less than a specified amount. This amount is state specific. If the amount payable is greater than allowed under the Small Estate Affidavit requirements of the appropriate jurisdiction, we require a Certified Copy of the Letters of Administration for the Estate of the insured. This is a court-issued document and legal representation may be required to obtain it.

What if the beneficiary is a trust?

In addition to the other required documents, the trustee of the Trust must complete the Trust Verification form. When you start your claim at voya.com/claims, you will be asked if the beneficiary is a trust. If it is, this form will be automatically added to your claims package. You can also access this form in the Claim Forms Library.

What if the beneficiary is not a US citizen?

This may require additional documents, such as an IRS Form W-8. We will contact you for more information if this applies.

What if the beneficiary is an ex-spouse?

This depends on the state. Some states automatically revoke the beneficiary designation at the time of divorce if the policyholder did not specifically make arrangements to keep the spouse beneficiary designation in place. If you are in this situation, please call 888-238-4840, 9:00am – 6:30pm EST Monday – Friday so that we can guide you through the process.

What if no beneficiary was designated, or the beneficiary also passed and there is no other beneficiary?

This depends on the policy provisions. In addition to the other required documents, if there is a Payment of Proceeds provision, then we pay benefits in the following order: 1. Policyholder spouse, 2. Natural and adopted children, 3. Parents, 4. Estate. If that provision or a variation of it is not included, we generally pay the estate of the insured. Keep in mind that these requirements may vary by state and other regulatory requirements and will be dictated by the policy and certificate provisions.

How long does it take to review and pay the claim?

Once all of the required documents are received, our goal is to process the life insurance claim within 5-10 business days. Please allow mailing time after the review for payment to be received. You will be notified by mail within 30 days if additional review is required.

What type of payment will I receive?

You will be able to specify how you'd like to be paid when you fill out the Proof of Death Claimant statement.

Are life insurance benefits taxable?

In general, life insurance death benefits are not taxable. We do not report life insurance benefits paid to U.S. citizens. However, interest paid on those death benefit proceeds are taxable and are reported to the IRS. We can provide an IRS Form 712, which reports the value of life insurance policies for estate tax purposes, on request. Consult a tax, investment or other financial advisor regarding potential for tax liability.



Get started now

The fastest way to submit your claim is online at voya.com/claims

This is intended to be used for information purposes only and does not indicate eligibility for a benefit. A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders. All coverage is subject to the terms and conditions of the group policy. If there is any discrepancy between this document and the group policy documents, the policy documents will govern. To keep coverage in force, premiums are payable up to the date of coverage termination. Group Term Life Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product availability and specific provisions may vary by state and employer's plan.

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