

# How to file a benefits claim



For certificate or policy holders of Accident Insurance, Critical Illness Insurance and Hospital Indemnity Insurance Coverage.

Group Policy Name:  
Mondelēz International

Group Policy Number:  
730661

## Online submission via the Voya Claims Center



**Step 1:** Visit your Mondelēz Voya microsite at <https://presents.voya.com/EBRC/MDLZ> and click on “Start A Claim”.



**Step 2:** Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, this process is completed online during this questionnaire. No claim form is necessary. Simply submit your claim at the end of the questionnaire.
- You may be eligible for a formless claim submission, depending on the Supplemental Health coverage you have. Please follow the prompts on the claims center site for more information.



**Step 3:** Download your claim form package, if applicable.



**Step 4:** Complete the form package, if applicable, or go to Step 5.

Have each form completed by the appropriate party, as outlined in the claim form package.



**Step 5:** Gather additional documents.

Collect any additional supporting documents, as instructed on the claim form “for you”.



**Step 6:** Submit.

Using your preferred submission method, submit your completed and signed forms, as well as any supporting documents.

- To submit your claim **online** via a secure upload, visit [voya.com/claims](https://voya.com/claims) and click on Step 2, “Submit Your Forms”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

## Questions about the claim process?

For **Accident, Critical Illness and Hospital Indemnity claims**, call **1-877-236-7564**.

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