

How to file a group life insurance claim



Group Policy Name: GEICO Corporation

Group Policy Number: 73946-4

GEICO

How to file a claim

For Life, Accidental Death & Dismemberment, and the Accelerated Living Benefit, we're here to support you every step of the way

 **Step 1: Call 1-833-454-1593 between 9am-6:30pm EST**

- **Life claims:** If an insured or enrolled dependent has passed away, our Intake Specialist will help you get started and navigate the claims process. A copy of the death certificate including cause and manner of the passing will be needed, along with some other information, including:
 - Insured's full name
 - Full name of the deceased
 - Date of birth
 - Social Security Number (SSN)
 - Date of the passing
 - Martial status
- **AD&D claims:** Please be ready to provide the insured's full name, Social Security Number, and date of the incident. The Intake Specialist will advise to start collecting medical documentation regarding the incident and next steps for the claim submission.
- **Accelerated Living Benefit claims:** For insureds that are diagnosed with a terminal illness with no reasonable chance of recovery, please be prepared with the insured's full name, date of birth, Social Security Number, and date of diagnosis. The Intake Specialist will advise to start collecting medical documentation and next steps for the claim submission.



Step 2: Next steps and receiving your claim packet

The Intake Specialist will provide you guidance and explain next steps for the claim submission. In addition, a claim packet will be mailed to you. This packet provides instructions of the outstanding documentation needed and how to upload your claimant statement and any necessary documentation online.



Step 3: Monitor your claim's status

You can monitor your claim's status anywhere, any time by following the instructions below:

- Visit the Voya Claims Center at voya.com/claims and click on "Track a Claim" or the "Check status" button.
- Enter your claim number (this is provided via email after submitting your claim and also may be obtained over the phone), last 4 digits of the beneficiary's SSN, and the beneficiary's date of birth. Then, click "Check Status", enter your claim number (this will be provided over the phone during the initial call), last 4 digits of the beneficiary's SSN, and the beneficiary's birth month and day.
- You will then see if your claim was received, reviewed, approved/denied/needing more information, and/or if an approved claim was paid.

Once your claim is in good order (all documents received, questions answered, and forms dated and necessary signatures furnished), the standard claims processing time is 5 business days. Should additional information be needed, we will be in contact with you.

For a complete description of your available benefits, conditions on benefit determination, exclusions and limitations, see your certificate of insurance and any riders.

If you are ready to file a claim or have any questions, call **1-833-454-1593**.



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. Insurance issued and underwritten 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 and employer's plan.

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