

How to file an Accelerated Benefit claim



For certificate holders of group term life insurance

Step 1

Contact the sponsoring employer for the necessary claim forms:

- Accelerated Benefit Claim Form
- Attending Physician's Statement of Terminal Condition or Continuous Confinement
- Authorization for Release of Health-Related Information
- Consumer Privacy Notice
- Disclosure Statement

Step 2

Complete the Accelerated Benefit Claim Form and the Authorization for Release of Health-Related Information.

Step 3

Have your attending physician complete the Attending Physician's Statement of Terminal Condition or Continuous Confinement.

Step 4

The sponsoring employer will be responsible for:

- Providing a copy of the insured's enrollment documentation.
- Completing the: Group Information, Employee/Insured Information, Coverage Information and Employer Certification; sections of the claim form.

Step 5

Send the completed and signed forms, along with the items listed above, to one of the following:

Voya Claims
PO Box 1548
Minneapolis, MN 55440

Online: www.voya.com/claims
Fax: 844-449-2553

Note: The sponsoring employer may assist you with submitting this claim.

Step 6

Voya Claims will request any additional documents needed to process the claim.

Step 7

You can monitor your claim's status anywhere, any time by entering the claim number on the Online Claims Center at voya.com/claims. If your claim is approved, your benefit will be paid within 10 business days of the approval.

The amount of life insurance will be reduced if an Accelerated Death Benefit is paid. 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 have any questions about the claim process, call **1-888-238-4840**.

Receipt of the accelerated benefit may be taxable, or may adversely affect your eligibility for Medicaid or other government benefits. You should consult your personal tax advisor to assess the impact of this benefit.

Group Term Life Insurance is issued and 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.

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