



GROUP BENEFIT
SOLUTIONS

How to File a VB Claim Video

Onscreen Text:

The support you deserve. An easy, simple claims process so you can focus on what matters most.

Scene Description:

An animated umbrella is floating down in a rainstorm. A young lady is meditating outside, and the umbrella gently falls to protect her from the rain.

Voiceover:

Your accident insurance, critical illness insurance, or hospital indemnity insurance benefits are there for you during times of need. So we've made the process of filing a claim easy and hassle free so you can focus on getting well. The first step is to submit your claim.

Scene Description:

The young lady is home, approaching a desktop. The myNYLGBS.com website animates in.

Onscreen Text:

Step 1

Voiceover:

The fastest way to do this is online at my myNYLGBS.com.
If it's your first visit to the site, be sure to click "register here" to set up your online account.

As part of your submission, you'll be asked to upload medical evidence to support your illness, injury, or hospitalization, such as a doctor's note or hospital discharge summary. You'll also be able to choose to have your benefit paid via direct deposit. And opt in to receive important notifications throughout the process via text message and/or email.

Once the claim has been submitted, you'll receive an acknowledgment message by text, email and/or letter. You can also submit your claim by phone or mail.

Onscreen Text:

Step 2

Voiceover:

Once your claim has been received, one of our claim managers carefully reviews it for all benefits that may be payable.

Scene Description:

The young lady is holding a smartphone. Navigating the mobile version of myNYLGBS.com.

Voiceover:

While that is happening, you can check the status any time on myNYLGBS.com. Sometimes additional information is needed to help us process your claim. If so, we will let you know that you can easily submit any missing documentation through myNYLGBS.com. You'll be notified by text, email and/or letter as soon as we've made a decision on your claim.

Onscreen Text:

Step 3

Voiceover:

Approved claim payments will be sent via direct deposit or by mailed check. Remember throughout this process you can view your claim status, and available actions, read messages, upload documents, and track claim activity all within myNYLGBS.com. Plus, we'll keep you updated along the way.

Make sure you opt in to text messages and emails, so you know when actions have been completed, like when we've received documents, or a claim decision has been made.

Life can get tough sometimes. Your benefits are there to give you a helping hand when you need it most. For more information, visit myNYLGBS.com, or reach out to your employer.

Disclaimer:

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New York Life Insurance Company 51 Madison Avenue New York, NY 10010

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