

# Paid Parental Leave (PPL): How to file a claim and request time off.



## 1 BEFORE YOU REQUEST LEAVE

1. Inform JELD-WEN: Contact your Human Resources representative, and your supervisor at least 30 days in advance, or as soon as possible if the need is unforeseen.
2. Prepare to contact New York Life. Have the following on hand:
  - Your Social Security number, birth date, home address, phone number and email address.
  - Dates and information related to the leave request for birth, adoption or foster care.

## 2 REQUEST PAID PARENTAL LEAVE

File a Paid Parental Leave claim or request PPL time off:

**Online at [myNYLGBS.com](https://myNYLGBS.com)**  
(Print your confirmation page)

**By phone at (888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST and a representative will help you.

## 3 GIVE PERMISSION

Give New York Life Group Benefit Solutions permission to contact your health care provider or employer for leave-related information by answering “yes”.

- During your leave call.
- Online after your leave has been submitted (you'll receive a notification).

## 4 CHECK LEAVE STATUS

- Online at [myNYLGBS.com](https://myNYLGBS.com) Claims
- Contact us at **(888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST.
- NYL GBS will send you FML, state, and/or parental leave information, and your Family and Medical Leave Act (FMLA) rights.

## 5 ADDITIONAL RESOURCES

- Chat live with a NYL GBS representative.
- [Click here](#) for answers to frequently asked disability claim questions.
- [Click here](#) for answers to frequently asked leave questions.



If you haven't visited [myNYLGBS.com](https://myNYLGBS.com), register today to easily file and manage all your leaves in one place.



While you're out on leave, keep your employer informed of your return-to-work plans.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company. For FMLA information, see [www.dol.gov/agencies/whd/fmla](https://www.dol.gov/agencies/whd/fmla).

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