



GROUP BENEFIT  
SOLUTIONS

## **myNYLGBS Benefits Portal Video**

### **Onscreen Text:**

New York Life Group Benefit Solutions.

### **Scene Description:**

In a home setting, a married couple is opening a laptop and looking at it together with interest.

### **Voiceover:**

Taking time off from work for an illness or disability is stressful enough. So, we've made filing a claim for your leave easy and hassle free through myNYLGBS.

### **Onscreen Text:**

File a claim - easy & hassle free

### **Scene Description:**

The myNYLGBS portal appears for a user named Charlie. A cursor selects various menu items as it navigates Charlie's dashboard.

### **Onscreen Text:**

Charlie's Dashboard. Actions. Messages. Coverage. My claims.

### **Voiceover:**

Here you can manage benefits and access your information when you need it. Anytime, anywhere and on any device. After you log in, you can file a claim, check important details, get the latest status, and communicate with your claim team.

Filing is simple with step by step tips along the way. We can also pre-populate relevant information to help save you time. And you have the option to electronically sign our medical records authorization form so we can contact your health care provider on your behalf to get the information we need for your claim.

After you submit, we help you keep track of your benefits with a holistic view of your claim timeline. And if medical records are needed, you can view the status of these record requests with an easy-to-follow progress tracker.

**Scene Description:**

A phone appears showing text message updates from New York Life.

**Voiceover:**

When you opt in to receive text messages, we'll send you real time updates about your claim. You can view benefit communications anytime, and if you need to share documents with us, simply upload them within the site. When your leave of absence is complete, we make it easy to report your return-to-work date or request an extension.

**Scene Description:**

The scene transitions back to Charlie's dashboard. A chat menu animates in at the bottom right.

**Voiceover:**

You can do a lot on myNYLGBS, but there are many ways to get help along the way, including click to chat for support in the moment or just give us a call. And soon you'll be able to directly email your claim team within the site.

Through the convenience of myNYLGBS and the caring guidance of our people, we're here for you each step of the way. So you can stay focused on what matters most, your health, financial security, and peace of mind. New York Life Group Benefit Solutions, putting benefits to work for people.

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