

How to File a Claim for Employers

Accidental Dismemberment | Accelerated Death Benefit
Waiver of Premium | Life and/or Accidental Death



1 BEFORE YOU FILE A CLAIM

We are committed to making the claim process smooth as possible for you, your employees and their beneficiaries. Below is a step-by-step guide to help you through the process.

Please gather the following items before you begin:

- › Policy number(s) and coverage information
- › Personal information for the beneficiary, employee and/or decedent (as applicable) including full name, Social Security number, date of birth, relationship status, address and contact information
- › Employment verification information and supporting documents
- › For death claims: Basic details about the decedent's passing (e.g., date of death, cause of death), including a copy of the death certificate and funeral assignment, if available
- › All beneficiary designations
- › Any assignments, court orders, or other documents that may affect payment
- › Additional documents including medical records, police or medical examiner report, etc. if available/applicable

2 FILING A NEW CLAIM

1. Go to nylgbslifeclaims.com/claims and click the employer link.
2. Enter your email address to receive your login code, then log in to your claims dashboard. From here, you can either start a new claim or continue an existing one.
3. For new claims, click the **New Claim** button and select the claim type.
4. Read and accept the state fraud warnings.
5. Complete all required fields (marked with an asterisk *), upload the relevant documents, review the claim, and submit.

3 CONTINUING AN EXISTING CLAIM

1. To continue an existing claim (including those started by the beneficiary), select Open Claims and navigate to the claim you wish to Start or Continue.
2. Read and accept the state fraud warnings.
3. Complete all required fields (marked with an asterisk *).
4. Upload the relevant documents, review the claim, and submit.



GROUP BENEFIT
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4 CLAIM REVIEW AND APPROVAL

Once we receive the claim, here's what to expect:

- › A Life claims specialist will be assigned to your case. If we need additional information, they will contact you or the beneficiary directly.
- › After receiving all necessary documentation, a claim decision will be made within **10 business days**.
- › **If approved:** We will notify you and send the beneficiary an approval communication via USPS.
- › **If denied:** You will be notified, and the beneficiary will receive a detailed explanation of the denial and instructions on how to appeal.

5 FOR QUESTIONS OR TO CHECK CLAIM STATUS



If you have any questions or need assistance, please don't hesitate to call us at **(888) 842-4462** between **8:00 AM – 5:00 PM EST**. A representative will guide you through the process and provide updates on the status of the claim.

6 ALTERNATIVE FILING METHODS

If you prefer, you can submit claims through one of the following alternative methods:

- › **Downloadable Forms:** Access Life, Accidental Death and Dismemberment, Accelerated Death Benefit, or Waiver of Premium claim forms on the **MyNYLGBS** employer portal, or request them directly.
- › **Email:** Send completed claim forms and documents to claims.pghlif2@newyorklife.com
- › **Fax:** Send completed forms to **(877) 300-6770**
- › **Mail:** Send claim forms and documents to:
New York Life Group Benefit Solutions (NYL GBS)
Life & Accident Claim Services
P.O. Box 22328
Pittsburgh, PA 15222-0328

SURVIVOR SUPPORT SPECIALIST



Compassionate assistance is available for beneficiaries from our trained specialists who can assist with grief and bereavement resources, including those available through the New York Life Foundation. Call: **(888) 842-4462, ext. 1013382**, weekdays between 9:00 AM and 5:00 PM EST.

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