

# Life Claims Process

## 5 simple ways to submit a Life Claim or check claim status

Employer and Beneficiaries may initiate claims and contact examiners directly



- **Online Claims Portal** – File securely with 24/7 access @ [www.RSLCLAIMS.com](http://www.RSLCLAIMS.com)

- Download forms/Submit claims
- Track claim status in real-time
- E-signature capabilities w/DocuSign
- Reduce claim processing times



- **Email** – Dedicated email box for life claims only

[LifeClaimsScan@rsli.com](mailto:LifeClaimsScan@rsli.com)

- confirmation of email receipt



- **Fax** – Secure fax line

[267-256-3518](tel:267-256-3518)

- quicker alternative to mail

- **Mail** – For beneficiaries who prefer to submit paper claims



Reliance Standard Life Insurance

Attn: Group Life Claims

P.O. Box 7307

Philadelphia, PA 19101-7307



- **Telephone** – Beneficiaries can conveniently submit a claim by phone

- Speak to an intake specialist weekdays 9am to 9pm EST to file a claim:

Toll-Free: [855-RSL-CLAIM](tel:855-RSL-CLAIM) or [855-775-2524](tel:855-775-2524)

- Check claim/EOI status by calling Customer Care at [800-351-7500](tel:800-351-7500) weekdays 8am to 7pm EST
- With telephonic filing, RSL can help answer initial questions and reduce processing times

## Fast Payment Options

Our goal is to ensure claim payments are accurate and prompt! We offer 2 simple payment options:

Check or Electronic Funds Transfer (EFT)

The beneficiary may indicate their preference within their section on the claim forms.

# Claim Experience for Beneficiaries



Anita suffers the loss of Richard, her husband. She contacts his employer or Reliance Standard to initiate a claim. She is directly contacted by our life claims examiner.

Confirmation of receipt



Email, mail or online submission.

Phone outreach to beneficiary providing condolences, overview and next steps



Auto-assignment of claim and review process for proof of death performed. Receive information about available bereavement, legal and financial services.

Digital submission of missing info



Claims decision made upon receipt of all information.

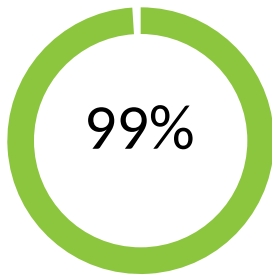
Check or EFT



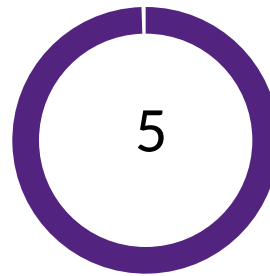
Written notification of claim decision confirming benefit amount(s).



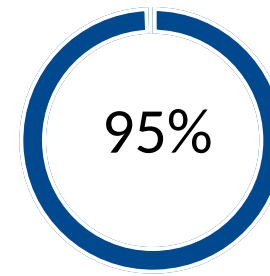
Anita has experienced a compassionate and fast claims process with Reliance Standard.



...of all claims are paid within 10 days of receiving complete information



...number of business days that the initial review of the claim may take from receipt of claim



...of all inquiries examiners receive via phone/email are responded to within 1 business day