

# How to file an insurance claim

ReliaStar Life Insurance Company, Minneapolis, MN  
A member of the *Voya*® family of companies



For certificate or policyholders of Accident Insurance and Critical Illness Insurance.

Group Policy Name:  
South County Health

Group Policy Number:  
0071832-7

## Online submission via the Voya Claims Center

**Step 1 - Visit the [www.voya.com/claims](http://www.voya.com/claims) and click on “Start A Claim”.**

### Step 2 - Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, this process is completed online during this questionnaire. No claim form is necessary. Simply submit your claim at the end of the questionnaire.

### Step 3 - Download your claim form package.

### Step 4 - Complete the form package.

Have each form completed by the appropriate party, as outlined in the claim form package.

### Step 5 - Gather additional documents.

Collect any additional supporting documents, as instructed on the claim form “for you”.

### Step 6 - Submit.

Using your preferred submission method, submit your completed and signed forms, as well as any supporting documents.

- To submit **online** via a secure upload, visit [Voya.com](http://Voya.com) and click on “Contact & Services > Claims Center > Upload a Claim”.
- To **mail** your submission, see the top of your custom claims form package.

## Questions about the claim process?

For Accident and/or Critical Illness Insurance claims, call 1-877-236-7564.

Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the *Voya*® family of companies. *Voya Employee Benefits* is a division of ReliaStar Life Insurance Company. Product availability and specific provisions may vary by state.

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South County Health, Group #0071832-7 Date Prepared: 10/13/2020

175254-08152018