

How to Submit a Claim Online

Simple, easy, convenient

To improve your claims experience, this document explains how to submit a claim for benefits online. Timely reporting of a claim is required for approval of benefits, and it's easy to file a claim online 24/7/365. This is a fast, secure way to initiate a benefits claim for yourself, a family member or — if you are an employer — a covered employee. It should take less than 10 minutes to submit your claim.

Step 1:	Go to reliancematrix.com/individuals/claims
	Choose the type of benefit you are filing for.
	Add your name and email address to the DocuSign form.
	Read and agree to the electronic record and disclosure.
	Read "What You Need to Know."
Step 2:	Complete the entire claims application .
	Review any applicable state disclaimers.
	To submit your claim, click Finish .
	You can also choose " Save and Finish Later ."

What to expect next

A Reliance Matrix claims examiner will reach out to you to:

- Verify the reasons for your claim
- Request any additional information needed to make a decision
- Discuss your plan/benefit coverage
- Discuss the next steps in the decision process

We will contact you by phone and/or in writing with a claim decision, once we receive all required information. Every claim is reviewed based on all information provided and according to the plan provisions as outlined in the policy.

Earnings and eligibility are defined per the policy and/or the summary plan description filed with and/or by your employer. This document is only a guide. All claim decisions will be made in accordance with the applicable policy or plan provisions.

**For more information, contact your Reliance Matrix sales or account manager
or visit reliancematrix.com.**