

BRIGHTER TOMORROWS START TODAY

A STEP-BY-STEP GUIDE TO SUBMITTING A CLAIM

You put protection in place for a reason. Transamerica is here for you every step of the way. With several ways to file, you can choose the one that works best for you.

WHAT YOU NEED TO FILE A CLAIM:

Social Security Number

Forms (see back)

Is this your first time submitting a claim?

Contact the Claims Customer Service Department for your certificate number.



☐ Insured's Name

855-244-8318

Customers can download forms at

transamerica.com/employee-benefits/your-employee-benefits and submit a claim either online, by email, phone, mail, or fax.











SUBMIT CLAIM ONLINE (this is the preferred method to ensure accuracy and ability to track claim status)

• Log in at transamerica.com/employee-benefits/your-employee-benefits. If you're not registered, click "CREATE ACCOUNT"

Certificate Number

- Click on the policy you're using to file a claim
- Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file
- Complete all requested information (if your claim requires a specific form, it will be provided on the back page)
- Print a copy of your claim submission for your records

ACCIDENT, CRITICAL ILLNESS, CANCER, AND HOSPITAL INDEMNITY CLAIMS



transamerica.com/employee-benefits/your-employee-benefits



selfadminclaims@transamerica.com



855-244-8318



855-604-5205



Transamerica — Claims PO Box 219 Cedar Rapids, IA 52406-0219

DO YOU HAVE WHAT YOU NEED TO FILE A CLAIM?

Having all your documents together helps make submitting a claim a smoother process. Look below to see the documentation needed for each type of claim.



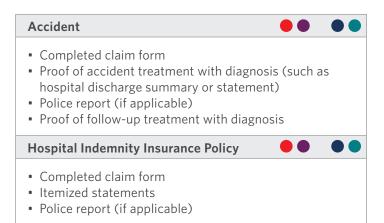




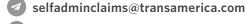




Wellness Date wellness services were provided • Care provider's contact information List of services provided Critical Illness Completed claim form Positive pathology report from doctor for initial claim (when filing claim for cancer) • Discharge summary (if hospitalized)



For Questions About All Other Policies:





Mon-Thu: 7 a.m. to 5:30 p.m. CT Fri: 7 a.m. to 5 p.m. CT

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