

# How to file an insurance claim

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



For certificate or policy holders of Accident Insurance, Critical Illness Insurance, Hospital Confinement Indemnity Insurance, Group Term Life Insurance and Group Disability Income Insurance.

Group Policy Name:  
**Atlantic Corporation of Wilmington, Inc.**

Group Policy Number:  
**702030**

## Online submission via the Voya Claims Center

**Step 1 - Visit the <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** or **fax** your submission, see the top of your custom claims form package.

To file a **Short Term Disability claim with Family and Medical Leave of Absence (FMLA)**, first call your supervisor, then contact Voya Absence Resources at **1-888-464-3652** or go to [voya.absenceresources.com](http://voya.absenceresources.com).

## Questions about the claim process?

For life insurance claims, call 1-888-238-4840.

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

For Disability Income Insurance, call 1-888-305-0602.

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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Atlantic Corporation of Wilmington, Inc., Group #702030, Date Prepared: 8/31/2020.

175254-08152018