

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 **Compass Accident Insurance, Critical Illness Insurance, and Group Term Life Insurance**

Group Policy Name:
Whitfield County Board of Education

Group Policy Number:
62981-2

Group Policy Account Number: **0001**

Online submission via the *Voya* Claims Center

Step 1 - Visit the [Voya Claims Center](#) 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](#) and click on “Contact & Services”, then “Upload a Claim”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

Questions about the claim process?

For Accident Insurance, call 1-855-730-2902.

For Life or Critical Illness/Specified Disease Insurance, call 1-888-238-4840.

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