

# Need to file a claim? Don't worry, it's easy.

Your accident, critical illness and hospital indemnity insurance benefits are there for you during times of need – so we've made the process of filing a claim easy and hassle-free, so you can focus on getting well.

## 1 You've had a need to use your benefits

You or a covered loved one has an illness, injury or hospitalization that's covered by your benefits.

## 2 It's time to file your claim

- › You can submit a claim online at [myNYLGBS.com](https://myNYLGBS.com). If it's your first visit to the site, be sure to click "Register here" to set up your online account.
- › Please note that in most cases, we'll need you to include documentation to support your claim, such as medical records, doctor's notes, or hospital discharge summary.
- › Submitting your claim through [myNYLGBS.com](https://myNYLGBS.com) allows for the fastest claim process. Make sure to have direct deposit or EFT (Electronic Funds Transfer) set up ahead of time, so that you receive your claim payment faster.
- › You can also submit by phone at (888) 842-4462 or (866) 562-8421 (español), or by mail (print a claim form and mail it to us).

## 3 We review your claim

- › Once your claim has been received, one of our claim managers carefully reviews it.
- › Sometimes, additional information is needed to help us make a claim decision. We will let you know if there's anything else needed, and you can easily send us any missing documentation through [myNYLGBS.com](https://myNYLGBS.com).

## 4 We notify you of our claim decision

- › You'll be notified as soon as we've made a decision on your claim.
- › Approved claim payments will be issued via direct deposit if you've signed up for Electric Funds Transfer or by mailed check.

## 5 If you need to file a claim for your health screening benefit (applies to accident and critical illness insurance only)

Provide the date and type of screening – claims can be approved and paid within 48 hours. Make sure to choose direct deposit to get your money even faster.

### Helpful tips:



**Sign up for text & email notifications** online at [myNYLGBS.com](https://myNYLGBS.com) after you've submitted your claim.



**You can also sign up for direct deposit** at [myNYLGBS.com](https://myNYLGBS.com). Signing up for direct deposit means getting your payment faster and easier.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America, New York Life Group Insurance Company of NY, and New York Life Insurance and Annuity Corporation, subsidiaries of New York Life Insurance Company. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010

© 2024, New York Life Insurance Company.

All rights reserved. NEW YORK LIFE, and the NEW YORK LIFE Box Logo are trademarks of New York Life Insurance Company.

124111.0724 Evident Scientific MIS, Inc. SR 69261405-157645100



GROUP BENEFIT  
SOLUTIONS