

How to manage a claim for Unum benefits

When life gets complicated, we make it simple to access the benefits you need.

Don't worry, we've got you.



Use your MyUnum for Members online account for fastest results!



Register for an account at services.unum.com

- View benefits and file claims
- Upload documents and add/update medical providers
- Update your profile & communication preferences
- View status and approved payment information



Get the MyUnum for Members mobile app

- Enjoy the convenience of your online account on-the-go by downloading from the applicable app store*
- Easily submit photos of required documents directly from the app

Experience the benefits of managing your claim online

The same tools in your online account are available in the app—giving you a flexible, efficient and transparent experience. You can:

- ✓ Complete one easy-to-use guided form, and we'll check it for completeness *before you submit*—helping minimize delays
- ✓ Choose direct deposit and get approved payments up to a week faster than check
- ✓ Log in to view status 24/7
- ✓ Opt in to receive updates and requests through email or text instead of snail mail
- ✓ Upload required documents any time—even using your phone's camera!
- ✓ Access your policy documents and year-end tax forms



services.unum.com

How to contact Unum



Once your claim has been received from FMLASource, you can manage your claim by the mobile app, MyUnum for members or by calling Unum.

STD, LTD: Dedicated # 1-866-330-3266

- Experienced representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday
- Note that additional required documents may be requested to complete the process

The mobile app makes the claims experience simple!

The MyUnum for Members app makes submitting your claims convenient and quick, especially when you're away from work.

With just a few taps, you can check status and upload documents using your device's camera.

Download today from the applicable appstore to get the most convenient, efficient, and transparent claims experience!

