

# 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 and Hospital Indemnity Insurance.

Group Policy Name:  
Ferrara Candy Company

Group Policy Number:  
702994

## Online submission via the Voya Claims Center

**Step 1 - Visit the [voya.com/claims](https://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](https://voya.com) and click on “Contact & Services > Claims Center > Upload a Claim”.
- To **mail** your submission, see the top of your custom claims form package.

## Questions about the claim process?

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

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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Ferrara Candy Company., Group #0070299-4, Date Prepared: 09/21/2020

175254-08152018