

TRANSAMERICA®

DISABILITY CLAIMS MADE EASY

Guide to Filing a Disability Claim

We understand you file claims during difficult times, and Transamerica is committed to helping you care for your health without sacrificing your financial future.

HOW IT WORKS

Transamerica requires four forms when submitting a disability claim:

- ☐ **Employee's Statement**
  Core document of your claim. It describes why you are submitting a claim and captures critical information about you.
- ☐ **Authorization for Release of Information**
  Let us access personal health information necessary for processing your claim.
- ☐ **Employer's Statement**
  Must be completed by your employer to describe your employment history at the company and the nature of your work.
- ☐ **Attending Physician's Statement**
  Must be completed by the doctor who provided any treatment related to your claim. Before submitting, be sure to verify the doctor answered all the questions and signed the form.

HOW TO FILE YOUR CLAIM

Your claim can be submitted in multiple ways. See the below for instructions.

Email
Send scanned documents to **TAclaims@disabilityrms.com**
Mail
Mail completed documents to: **Transamerica Claims** **P.O. Box 9757** **Portland, ME 04104-9757**
Fax
Fax completed documents to **866-0376-9480**

WHAT TO EXPECT NEXT



INFORMATION GATHERING

Once your claim is assigned to a claim specialist and we receive all the required documentation, your claim specialist will reach out if they have any questions or need more information.



DECISION

You will be provided the initial decision by mail, phone, or email. If approved, you will be provided your benefit information and the end date of your benefits.



ONGOING EVALUATION

1–2 weeks prior to your estimated return-to-work date, we will send you a reminder about returning to work. It is your responsibility to return-to-work or notify us if plans change. You are also required to upload appropriate paperwork to determine ongoing benefit eligibility if applicable.

It is your responsibility to inform us if you return to work prior to the approved end date.

You can contact your case specialist directly at any time at **888-862-6256** (plus their extension).

Questions about your claim?

888-862-6256
Monday – Friday 8:00 a.m. – 5:00 p.m. ET.

TAclaims@disabilityrms.com

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