THEKEY

How to File a Life or Accidental Death Claim for Employers.



1 BEFORE YOU FILE A CLAIM

Our online intake platform will allow you to file claims involving death. Below are pieces of information you will need to provide as part of this process:

- All beneficiary designations on file, policy, and coverage details as well as employment verification information
- Assignments, court orders, or any other documents that may affect payment
- A copy of the death certificate
- Life insurance enrollment forms for voluntary benefit
- For Accidental Death insurance claims, as well as some life insurance claims, we may ask for reports, such as a police or medical examiner report, if available.

2 FILING A NEW CLAIM OR CONTINUE AN EXISTING CLAIM

1. Go to www.nylgbslifeclaims.com/portal
2. Upon logging in, you'll be taken directly to your claims dashboard. From there, you can continue to file a new or complete a claim that is in process.
3. Read the state fraud warnings and accept.
4. For a new claim or one filed by the beneficiary, choose type: Life or Accidental Death Claim.
5. Complete all information that contains an asterisk (*).
6. Under **Death Claim** details choose whether the claim is for an employee, dependent spouse/partner, or dependent child.
7. Complete or verify the beneficiary information.
8. Upload documents relevant to the claim, review your claim, and submit.

3 CLAIM REVIEW AND APPROVALS

- A Life claims specialist will be assigned. If they have any questions or need additional information, they will contact you or the beneficiary.
- After we receive all requested information, a claim decision will be available within 10 business days.
- If the claim is approved, we will notify you and send an approval communication to the beneficiary.
- If the claim is denied, we will notify you and send the beneficiary a detailed communication explaining why the claim was denied and instructions on how to appeal the denial.
- For questions and to check status of the claim, call **(888) 842-4462**, between 8:00 AM – 5:00 PM EST.

Survivor Support Specialist

Compassionate assistance is available for beneficiaries from our trained specialists who can assist with grief and bereavement resources, including those available through the New York Life Foundation. Call: **(888) 842-4462, ext. 1013382,** weekdays between 9:00 AM and 5:00 PM EST.

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