How to file a claim for benefits



Group Policy Name:

American Learning Systems, Inc DBA American Heritage Schools

Group Policy Number:

751308

Group Term Life Insurance

Contact your employer if you are unsure of which coverage(s) you may be enrolled in. See the certificate of coverage and any applicable riders for a complete list of covered conditions, along with complete provisions, exclusions and limitations.

Easily submit your claims online

Step 1: Visit the Voya's Claims Center at voya.com/claims and click on *Start A Claim.*

Step 2: Complete the questionnaire

This generates a custom claim form package for you.

Step 3: Download your claim form package, if applicable

Step 4: Complete the form package and gather supporting documents, if applicable

Step 5: Submit your claim

Using your preferred submission method, submit your completed and signed forms, as well as any supporting documents.

Return to **voya.com/claims** and click on Step 2, "Submit Your Forms" to upload your documents securely.

To mail or fax your submission, see the top of your custom claims form package.

Step 6: Monitor your claim's status

You can monitor your claim's status any time by entering the claim number on the Online Claims Center at **voya.com/claims**. If your claim is approved, your benefit will be paid within 10 business days of the approval.

For a complete description of your available benefits, conditions on benefit determination, exclusions and limitations, see your certificate(s) of insurance and any riders.

For Life Insurance claims, call 1-888-238-4840.

Insurance issued and underwritten 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 and employer's plan.

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