



# Check your claim status, correspondence, and updates online — anytime

## Secure & easy access:

- Short and simple process that saves time
- Convenient access, day or night
- Website security to safeguard your personal data



## Committed to you

We understand that filing a claim or leave is when you may need us most. Our online claims service is part of our commitment to help make the process easier for you.

Unum has developed a secure and easy way for you to submit and manage your claim or leave online. Our secure web services allow you to access and make changes to your open claims, as well as view updates and available correspondence. This is one more way we fulfill our commitment to provide you with prompt service.

**Our web services are simple to use when you need to file or monitor a claim or leave.**

To get started, follow these directions, illustrated by a screenshot directly from the site:

The screenshot shows the Unum website's claims service page. The browser address bar displays <https://services.unum.com/claims>. The page header features the Unum logo and the text "Secure Internet Services". Below the header, there are two input fields: "User ID (email address)" and "Password", with a "Login >" button to the right. A "Forgot password" link is also visible. Below the login section, there is a "Register for an account" section with a brief description and a list of services under the heading "Employees >".

**1** Go to [www.unum.com/claims](http://www.unum.com/claims)

**2** First-time users, please register an account to file a new claim or leave, review the status of an existing claim, or view correspondence.

**3** Returning users, please log in with your user ID and password.

## Monitor your progress

Our secure site helps eliminate delays and confusion. Here are a few main features:

[Access and download](#) supplemental forms.

[File your claim/leave](#) paper-free, 24 hours a day, 7 days a week.

[Sign and submit](#) your claim authorization form.

[Upload](#) documents from your personal computer.

[Register](#) for direct deposit of your claim payment, when applicable.

[Review](#) claim status, correspondence, and most recent payment information.

[Verify and change](#) personal information, including treatment providers.

[Get updates 24/7](#) with mobile web access that's optimized for smartphones.

**MORE** **Have additional questions?**  
**Please call us at**  
**1-866-679-3054**  
**Monday-Friday,**  
**8 a.m. to 8 p.m. ET.**

## Your online summary page

The screenshot shows the Unum Claims website interface for an Accident claim. The header includes the Unum logo, 'Claims', and a 'LOGOUT' link. Navigation links include 'Home', 'Start a Claim', 'File a Statement', 'Incidents or Injuries', 'Profile', and 'Help'. The main content area is titled 'Accident' and shows 'Claim Number: 414898' and 'Date Received: 5/7/2013'. There are three main sections: 'Requested Information', 'Update Information', and 'Uploaded Documents'. The 'Requested Information' section has tabs for 'Your Letters' and 'Send Us a Message'. It contains a table with columns 'Created', 'Requested', and 'Status'. The 'Update Information' section has a 'Forms' button and an 'Upload Documents' button. The 'Uploaded Documents' section has a table with columns 'Filename', 'Category', and 'Date'. The footer includes 'Home | Contact Us' and '© 2014 Unum Group. All rights reserved. 70-200 | Legal | Privacy | Trademark'.

Created	Requested	Status
1/24/2014	A Phone Call to Request Info was made to a Medical Service Provider	Incomplete
	Your information	Resolved 1/20/2014
	Your attending physician's information	Resolved 1/20/2014

Filename	Category	Date
C:\Users\CB003\Documents\...web.pdf	Medical	1/24/2014

### Here are some examples of updates you can easily make online:

- You can report your work absence time and date for intermittent leave.
- If you're filing a maternity claim, you can let us know when your baby arrives.
- You can change your contact information if you move.
- If you're disabled, you can let us know the last day you were able to work.
- You can electronically sign an authorization form, either during the claim submission process or later in the claim life cycle, if you didn't sign a paper copy.
- If you're going back to work following a disability, you can let us know the day you expect to return.
- You can choose to stop receiving claim/leave-related mail if you would rather view correspondence online.
- If you want your claim/leave documents to be received sooner than regular mail, you can upload from your own personal computer.