



Filing Claims with Colonial Life:

For the quickest service, we recommend using Colonial Life's website, which lets you do the following:

- Review, print or download a copy of your policy/certificate by clicking on the My Correspondence tab.
- Update contact information or add family member profile information for use when filing online claims.
- Access service forms to make changes to your policy, such as a beneficiary change.
- Submit your claim using our eClaims system.
- Check the status of your claim and view claims correspondence.
- Access claim forms

eClaims are quick and easy.

With the eClaims feature on ColonialLife.com, you can file most claims online by simply answering a few questions and uploading your supporting documentation. You're able to spend less time on paperwork, and we're able to process your claim faster.

- From ColonialLife.com, file claims from any device. It's fast, easy and available 24/7.
- To sign up for the website, click Register at the top right of the home page and follow the instructions.
- Select direct deposit to receive your benefit payment faster.
- Easily submit additional documents.

Paper claims

- If you don't want to file online, download the form you need by visiting the File a Claim page on ColonialLife.com and clicking on claim and service forms.
- You may fax your claim to 1-800-880-9325.
- Follow the instructions, tips and videos to complete and submit your claim.

Please, contact our office if you are having any difficulties or need further assistance.