

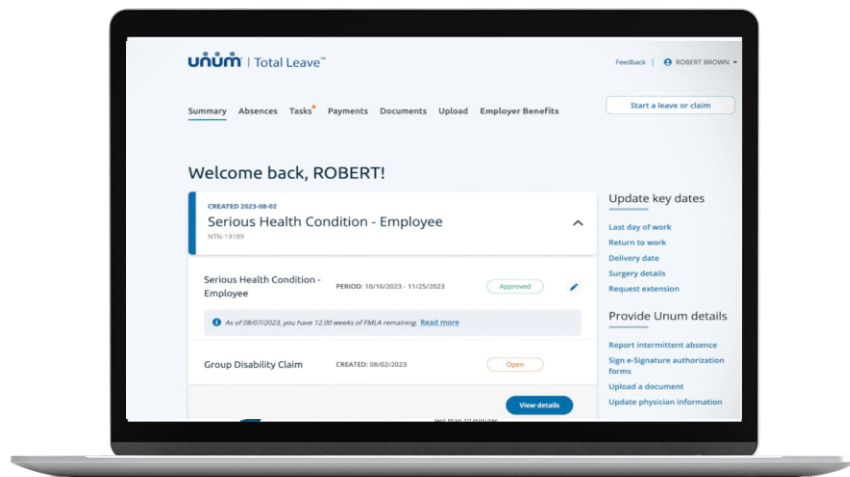
unum® | Total Leave

Quick, convenient, stress-free management of claims or leaves available online, anytime



Once a claim or leave request has been submitted you can easily manage your time off in the Total Leave Employee Portal. **From the summary screen you can:**

- View claim status and leave plan
- View and respond to Tasks
- View Payments and View/Upload Documents
- Update key dates
- Provide Unum details
- Get support

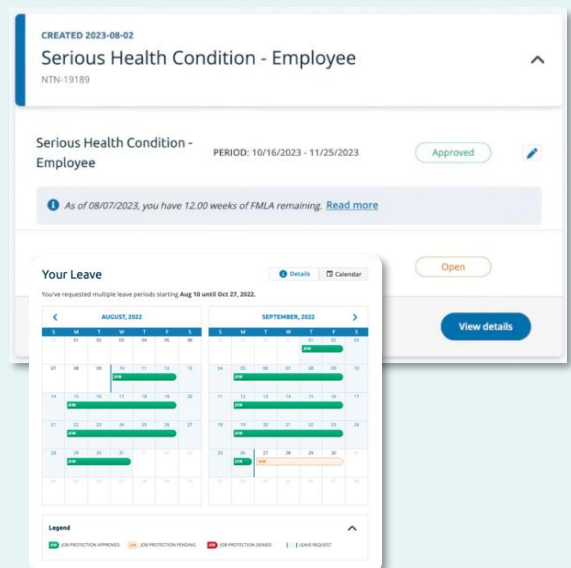


View claim status and leave plan

You can view the status of your claim or leave by clicking on the toggle button  on the card on the summary screen.

Click on the blue 'view details' button to view your leave plan. The leave plan is a color-coded visual that presents key details related to your leave such as status, approval periods, and dates.

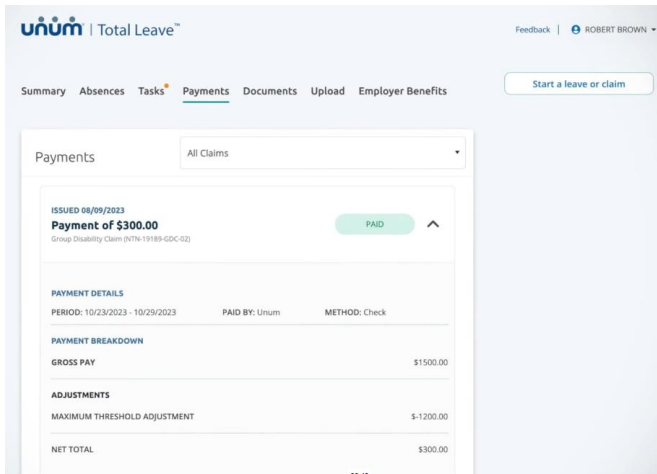
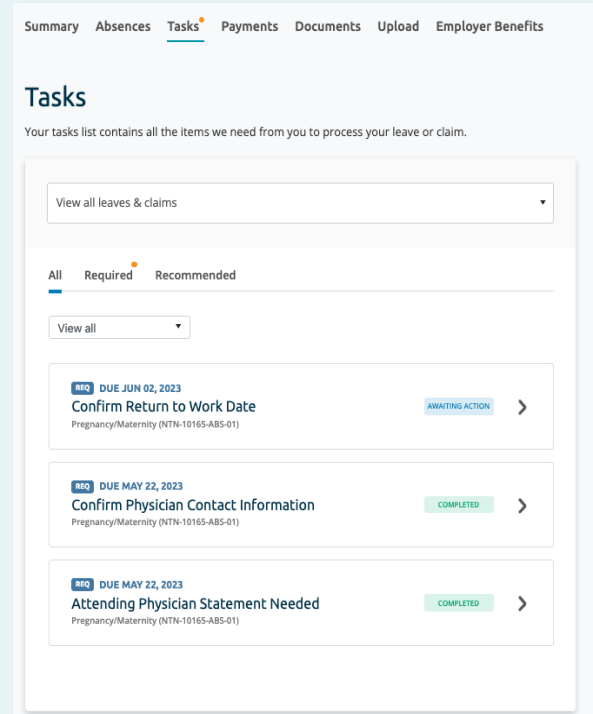
You can also view your leave plan by clicking on the 'Absences' tab in the header located at the top of the screen in the portal.



View and respond to Tasks

Tasks is a communication tool that helps you and Unum stay connected while you're out on leave. Tasks makes it easy to:

- Receive an email or SMS/text notification of a new task that needs attention
- Understand what is missing on a claim/leave in clear, easy-to-understand language
- Dig into details such as required and recommended tasks and due dates
- View the status of a task such as awaiting action, pending, or completed
- Provide needed information by clicking directly on a task from within the portal or the email/SMS/text and following the step-by-step instructions



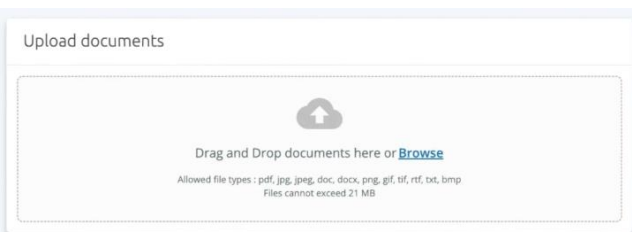
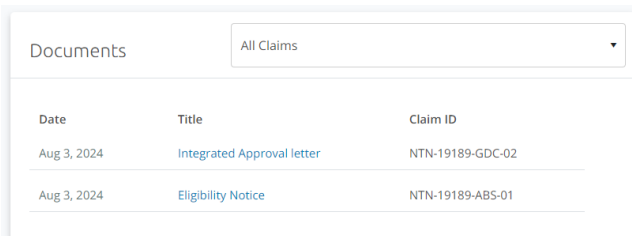
View Payments and View/Upload Documents

The Payments* tab provides detailed information such as:

- Issue date
- Amount
- Adjustments

The Documents tab houses letters that Unum has sent and includes:

- Date
- Title
- Claim/Leave the document is related to



The Uploads tab is a convenient way to provide any requested forms. Submission is easy, even on a mobile device.

*Some employers have chosen to handle their own payments. In these instances, information on the payments tab will be limited.

Update Key Dates

Quick links on the right-hand navigation section allow you to update key dates. Just click on the link that applies to your need. You'll be guided through questions related to your situation.

Some commonly used links are related to return-to-work scenarios. If you have a need to request an extension, it can easily be submitted on the portal.

As you prepare to return-to-work, you'll be asked to provide details to ensure a smooth process, such as dates and any required Fitness for Duty forms. You'll receive a task related to return-to-work, but you may also use the update key dates link.

Update key dates

- Last day of work
- Return to work
- Delivery date
- Surgery details
- Request extension

Extension Request

Which claim are you requesting an extension for?

Select

Are you already out on Leave for this Claim?

Yes

No

Next

Return to Work

You must notify your employer and submit your absence as soon as possible and practical.

Which leave of absence are you submitting time for?

Group Disability Claim (10/16/24) NTN/19/189-GDC-02

Fitness for Duty is required by your employer before returning to work. Download form

According to the details we have on record, your return to work date is/was supposed to be 26 Nov 2024.

Will you still be returning to work 27 Nov 2024?

Yes

No

Next

Provide Unum Details

Sometimes you may need to provide Unum with additional information. Quick links on the right-hand navigation section make it simple to provide. Just click on the link that applies to your need. You'll be guided through questions related to your situation.

If you have an intermittent leave, you can easily provide details related to new leave instances on the portal. After providing responses to the streamlined questions, you'll have an opportunity to review your answers before submitting. After submitting an intermittent absence, it can be viewed on the Absence History calendar. This color-coded visual provides an at-a-glance view of all intermittent absences submitted along with their status and dates. The Total Leave Employee portal makes managing your intermittent absence easier, faster and more efficient.

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Features | KCMST BROOKLYN

Start a leave or claim

Summary Absences Tasks Payments Documents Upload Available Time Employer Benefits

Intermittent Absence

You must notify your employer and submit your absence as soon as possible and practical.

Which leave of absence are you submitting time for?

Group Disability Claim (10/16/24) NTN/19/189-GDC-02

If you recently submitted a new claim or leave and don't see it in the list above, click this page to update the list

What was the start date of the absence?

10/15/2024

What was the start time of the absence?

Start time 10:15 AM PM

What was the end time of the absence?

End time 1:01 PM PM

Provide Unum details

- Report intermittent absence
- Sign e-Signature authorization forms
- Upload a document
- Update physician information

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Start a leave or claim

Summary Absences Tasks Payments Documents Upload Available Time Employer Benefits

Summary

Absence History

This reflects the status of your absence only and does not reflect the status of your pay. Absences are generally processed in 1-2 business days for approved leave requests. If you have submitted an absence online and do not see it reflected on the calendar please check back in 1-2 business days.

Serious Health Condition NTN/19/189

Absences

Below are all your reported absences for the leave period starting 10/01/2024 and ending 11/05/2024.

Summary Absences Tasks Payments Documents Upload Available Time Employer Benefits

Intermittent Absence

Thank you for submitting your absence.

You can view your absences including their status on the absence calendar. Absences are generally processed in 1-2 business days for approved leave requests. Please note some absences may not be reflected for 1-2 business days while they are being reviewed by our team.

Add another absence

View absence history

Available Time

When you're out on a leave or claim it's important to stay informed regarding how much time you've taken and how much you have left. The Available Time tab shows how much time is available to you on a specific benefit. It also communicates the maximum plan entitlement and approved and pending time, as well as other details.

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Feedback | ROBERT BROWN

Start a leave or claim

SummaryAbsencesTasksPaymentsDocumentsUploadAvailable TimeEmployer Benefits

Available Time

Federal FMLA

12 Weeks

Time available as of Aug 13, 2024

12 Months-Rolling Back

12 Weeks in 12 Months

Maximum Plan Entitlement

0 Weeks Total Approved

0 Weeks Total Pending

12.0 Weeks Available

The leave amounts displayed are approximate. They may be impacted by other leave requests and may not include time reported in the last two business days. Please review your most recent notice(s) for details on your leave(s). Although time may be available, you must be eligible and on leave for a qualifying reason to use such time.

Get Support

Access support resources via the Live Chat and Schedule a Callback links.

Unum is driven by a commitment to continuous improvement. We'd love to get your feedback on your experience just click on the 'leave feedback' link to share your thoughts with us.

Get support

Live chat ONLINE

Schedule a callback

Leave feedback

Chat icon

Need help?

Support is built right into the portal:

- Live Chat: connect with a leave expert that can provide fast, and easy on-screen guidance.
- Schedule a Callback: select a date/time that works for your schedule, and we'll call you.

If additional assistance is needed, you can call us at 866-868-6737.

Leave specialists are available 8 a.m. to 8 p.m. ET, Monday-Friday.

QR Code

ACCESS THE PORTAL

unum

How satisfied were you with your experience?

★★★★★

Continue

Powered by Qualtrics

Live Chat

Before we connect you...

Please provide us with details that will help a specialist to assist you more effectively.

Chat Topic

Update claim information

Details (optional)

Connect Me

Schedule a Call

When scheduling your call, please keep in mind that our contact center operates in an Eastern Time (ET) time zone. Any call back times not showing within the standard operating hours are no longer available.

What day would you like to be contacted?

09/13/2024