

How to file a claim or leave request

When life gets complicated, we make it simple to access the benefits you need.

Don't worry, we've got you.



Use your MyUnum for Members online account for fastest results!



Register for an account at login.unum.com

- View benefits and file claims or leave
- Upload documents and add/update medical providers
- Update your profile & communication preferences
- View status and payment information
- Leave and Disability on Total Leave: <https://portal.unum.com>



Get the MyUnum for Members mobile app

- Enjoy the convenience of your online account on-the-go by downloading from the applicable app store*
- Easily submit photos of required documents directly from the app

Only your employer can electronically file, or check the status of a Term Life or Accidental Death & Dismemberment (AD&D) claim.

Experience the benefits of filing and managing your claim or leave online

The same tools in your online account are available in the app—giving you a flexible, efficient and transparent experience. You can:

- ✓ Complete one easy-to-use guided form, and we'll check it for completeness *before you submit*—helping minimize delays
- ✓ Choose direct deposit and get approved payments up to a week faster than check
- ✓ Log in to view status 24/7
- ✓ Opt in to receive updates and requests through email or text instead of snail mail
- ✓ Upload required documents any time— even using your phone's camera!
- ✓ Access your policy documents and year-end tax forms

For Leave and Disability on Total Leave:

- ✓ Using Live Chat feature
- ✓ Scheduling a call back from a Unum benefit specialist



Questions?

- Leave and Disability on Total Leave: 866-868-6737
- Supplemental Health: 800-635-5597
- Term Life, AD&D: 800-445-0402
- Experienced representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday
- Note that additional required documents may be requested to complete the process

Unable to file online?



File by paper form

- Supplemental Health, Term Life, AD&D: Get claims forms at login.unum.com.
- Send your form and required documents to the fax number or mailing address on the form
- Once your claim or leave is received, please allow 24 - 48 hours for status to appear online.
- Leave and Disability on Total Leave: Paper filing not available

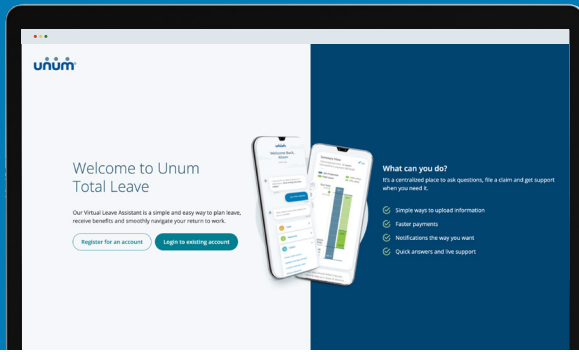
The mobile app makes the claims experience simple!

The MyUnum for Members app makes submitting your claims convenient and quick, especially when you're away from work.

With just a few taps, you can check status and upload documents using your device's camera.

Download today from the applicable appstore to get the most convenient, efficient, and transparent claims experience!





Instructions on how to file a leave of absence on Unum Total Leave



On the web

1. Go to <https://portal.unum.com> on your web browser. No app needed!
2. a. If filing a claim for the first time, click "Register for an account."
b. If you have an account, click "Login to existing account", enter your User ID and Password and click Log In.
3. If you signed up for two-step verification, a one-time passcode will be sent to your mobile phone. Enter it into the one-Time Passcode box and then click Submit.
4. Once logged in, click on the "Start a leave or claim" button.
5. From the drop-down menu, choose the type of claim or leave you need then click the "File for [type of claim or leave]" button.
6. Follow the on-screen questions related to your leave or claim.
7. Once you complete all the steps, you'll see a confirmation message and be provided with next steps.

Need to talk with someone?

Use **live chat** to connect with someone now or use the **schedule a callback** feature to talk at a time that works for you. Find these on the summary page under "get support."

You can also call us at 866-868-6737.

2

Welcome to Unum Total Leave

Our Virtual Leave Assistant is a simple and easy way to plan leave, receive benefits and smoothly navigate your return to work.

Register for an account | Login to existing account

3

Verify yourself

A one-time passcode has been sent to your mobile phone. Number on file: (Don't receive OTP? Re-send)

One-Time Passcode:

Submit | Back

4

unum | Total Leave™

Summary | Documents | Upload

Welcome back, Alison!

NTN-504

Pregnancy/Maternity Event ID: NTN-504-AB5-01 Starting November 25, 2021	Status: Pending
Group Disability Claim Event ID: NTN-504-GDC-02 Created November 25, 2021	Status: Open

Update key dates
 Mark your last day worked
 Set a new return to work date
 Update your surgery details
 Move your delivery date

Provide Unum details
 Request intermittent absence
 Sign in/signature authentication forms
 Upload a document
 Update physician information

Get support

Start a leave or claim

5

Let's get started, Alison.

First, **choose the type of claim or leave** you would like to file for that corresponds to your time off of work:

Pregnancy & Bonding Leave

File for Pregnancy & Bonding Leave now

6

1 Getting Started

2 Event Dates

3 Employment

4 Physician Info

5 Leave Estimate

6 Legal Notice

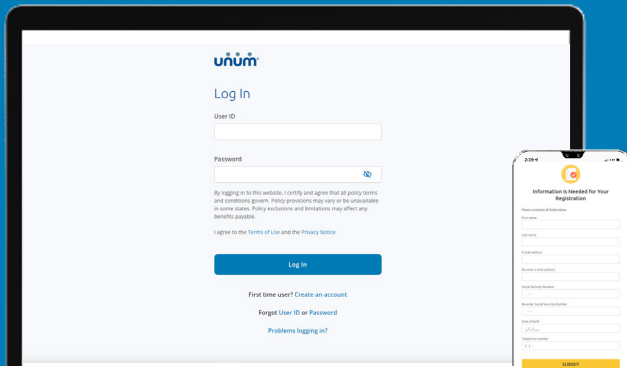
7 Medical Authorization

8 3rd Party Authorization

9 Confirmation

7

Thank you for submitting!
Your request has been received. See next steps below.

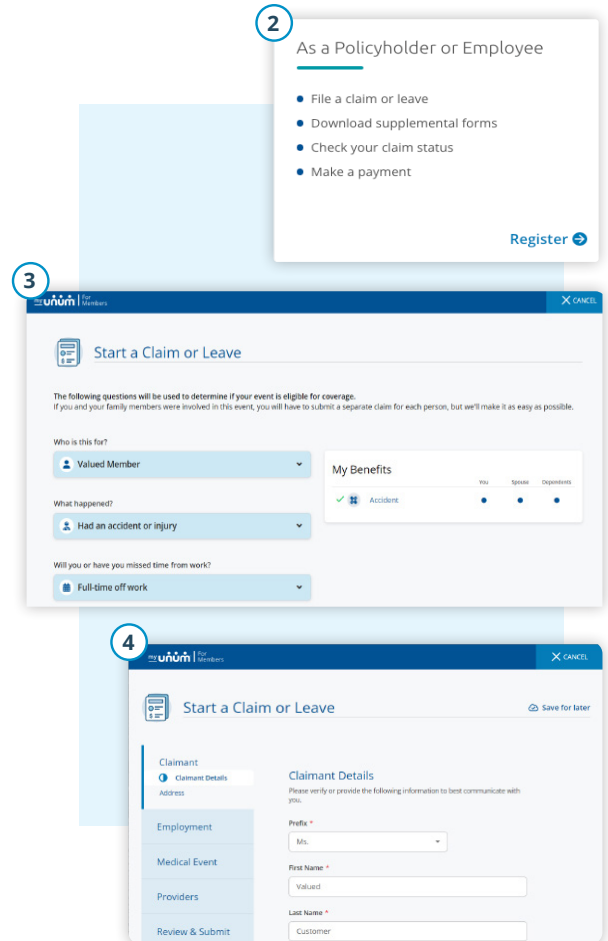
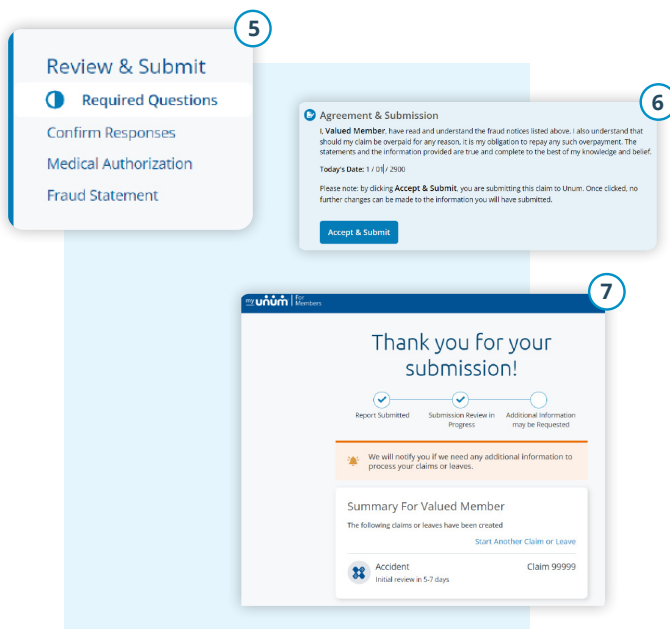


Instructions for filing your claim

Excluding leaves of absence on Unum Total Leave

On the web

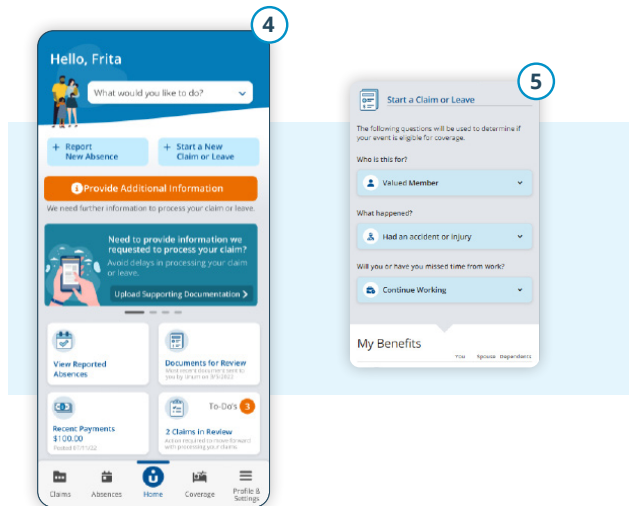
1. Go to login.unum.com
2. a. If filing for the first time, click "Create an account." We recommend using a personal email address that is easily accessible when away from work.
 - You will be asked to enter your birthdate and SSN
 - A one-time security code will be sent to the email you provide
- b. If you already have an account, enter your email.
3. Once you're logged in, begin with "Start a Claim or Leave"
4. Add claimant information as requested, including:
 - a. Your employment information
 - b. Medical care resulting from the event, like surgery
 - c. Medical providers visited—physicians, hospitals, other medical professionals



5. Review your information and:
 - a. Confirm responses
 - b. Provide medical authorization
 - c. Review fraud statement
6. Select "Accept" and "Submit."
7. View confirmation screen, see any next tasks and track progress.

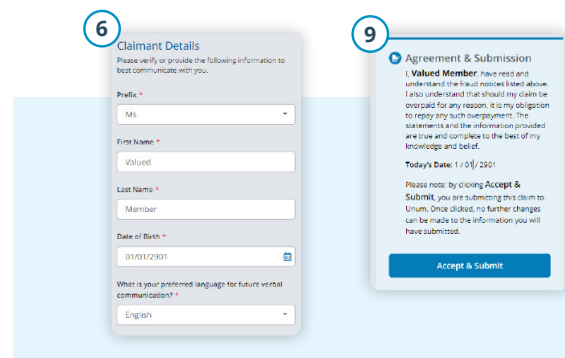
On the app

1. Download the MyUnum for Members app from either Apple® or Google Play™.
2. If you already have an account, you can log in.
3. If you do not have an account, select “register.”
 - a. Read the Terms of Use and select “I understand and accept.”
 - b. If this is your first time registering in the app, you’ll see a series of Welcome screens. Review the featured app highlights or tap “skip” if you prefer.



4. On the main dashboard, click on the “Start new claim or leave” button
5. Provide information about what happened so Unum can identify which coverage applies to your situation.
6. Add information about the following:
 - a. The claimant (you or a family member)
 - b. Your employment
 - c. Medical events resulting from the event, like surgery
 - e. Medical providers visited — physicians, hospitals, other medical professionals

7. Review your information and:
 - a. Confirm responses
 - b. Provide medical authorization
 - c. Review fraud statement
8. Select “Accept” and “Submit.”
9. View confirmation screen, see any next tasks and track progress.



Better benefits
at work.™

unum.com

Apple is a registered trademark of Apple Inc.

Google Play is a trademark of Google LLC.

© 2022 Unum Group. All rights reserved. Unum is a registered trademark and marketing brand of Unum Group and its insuring subsidiaries.

MK-669700-2

FOR EMPLOYEES

(3-22)