

How to file an insurance claim

ReliaStar Life Insurance Company, Minneapolis, MN
A member of the *Voya*® family of companies



For certificate or policy holders of Group Term Life Insurance and Group Disability Income Insurance.

Group Policy Name:
Public Risk Innovation, Solutions and Management (PRISM)

Group Policy Number:
316407

Online submission via the Voya Claims Center

Step 1 - Visit the [Voya Claims Center](#) 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.

Step 4 - Complete the form package.
Have each form completed by the appropriate party, as outlined in the claim form package.

Step 5 - Gather additional documents.
Collect any additional supporting documents, as instructed on the claim form “for you”.

Step 6 - Submit.
Using your preferred submission method, submit your completed and signed forms, as well as any supporting documents.

- To submit **online** via a secure upload, visit [Voya.com](#) and click on “Contact & Services > Claims Center > Upload a Claim”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

Questions about the claim process?

For life insurance claims, call 1-888-238-4840.

For Disability Income Insurance, call 1-888-305-0602.

Insurance products are issued 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.

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