

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



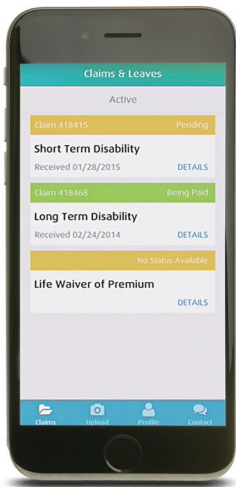
## Secure & easy access:

- 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.

› **Managing your claim/leave is just a touch away. Go mobile with the Unum Customer App.\***



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 letters and documents. 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.

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

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

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

The screenshot shows the Unum website interface. At the top, there's a navigation bar with the Unum logo and 'Secure Internet Services'. Below that is a login form with fields for 'User ID (email address)' and 'Password', a 'Login >' button, and a 'Forgot password' link. A 'Register for an account' section is also visible, with a list of options for employees: 'File a claim/leave', 'Download supplement', 'Check your claim status', and 'Update personal information'. There are also links for 'Find group policy and employee certification booklets'.

## Monitor your progress

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

## Access and download

supplemental claim and year-end tax forms.

## File your claim/leave

paper-free, 24 hours a day, 7 days a week.

## Sign and submit

authorization forms.

## Upload

documents from your personal computer — or from our app, using your phone's camera.

## Register

for direct deposit of your claim payment, when applicable.

## Review

claim status, documentation, and most recent payment information.

## Verify and change

personal information, including contact information and treatment providers.

## Get updates 24/7

with mobile Web access that's optimized for smartphones — or use our mobile app!

**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. At the top, there's a teal header with the Unum logo and 'Claims' text, and a 'LOGOUT' link. Below the header is a navigation bar with links: Home, Start a Claim, Policy Documents, Evidence of Insurability, Profile, and Help. The main content area is titled 'Accident' and shows 'Claim Number: 414898' and 'Date Received: 5/7/2013'. There are three tabs: 'Requested Information', 'Your Letters', and 'Send Unum a Message'. The 'Requested Information' tab is active, displaying a table with columns 'Created', 'Requested', and 'Status'. Below the table is a section for 'Uploaded Documents' with a table showing filename, category, and date. On the right side, there are three panels: 'Pending' (claim in review), 'Update Information' (forms, upload documents, add/update medical provider, update your information), and a footer with 'Home | Contact Us' and '© 2014 Unum Group. All rights reserved. NS-200 | Legal | Privacy | Trademark'.

**Requested Information** | Your Letters | Send Unum a Message

To process your claim Unum may request information from you or other third parties. If you have been sent a letter requesting information, please refer to the [Your Letters](#) section for more details.

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

**Uploaded Documents**  
Your last four uploaded documents are displayed. Click 'View History' on the [Upload Documents](#) page to see more.

Filename	Category	Date
C:\Users\VCBC03\Documents\...web.pdf	Medical	1/24/2014

Here is the latest information from my primary care physician that you asked me about yesterday.

This website is updated regularly at scheduled intervals. The information shown may not immediately reflect your most recent changes.

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## Easily update your claim and personal information online.

For example, you can:

- Report your work absence times and dates for intermittent leave.
- Let us know when your baby arrives, if you're filing a maternity claim.
- Let us know the last day you were able to work, if you're disabled.
- Let us know the day you expect to return to work following a disability.
- Choose to stop receiving claim/leave-related mail, if you would rather view letters and documents online.
- Upload your claim/leave documents from your personal computer — or through the Unum Customer app using the camera on your phone — if you don't want to wait for the regular mail.

\* You must start your claim on the website or over the phone. Then you can use the mobile app to manage your claim. The Unum Customer App is available for Apple and Android devices.

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Android is a trademark of Google Inc.

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**unum.com**

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