

# How to file an insurance claim



## Helpful tip:



Don't feel like printing? Forms may be completed, signed and submitted electronically.

Voya  
Grp. Policy No.  
0070143-2

## Step 1

Visit the Voya Claims center

- A: Go to [Voya.com](http://Voya.com)
- B: Click on Contact and Services
- C: Select "Claims" and then "Start A Claim"

## Step 2

Complete the questionnaire so that a custom claim form package can be generated for you.

## Step 3

Download your claim form package.

## Step 4

Have each form completed by the appropriate party, as outlined by the claim form package.

## Step 5

Gather any additional supporting documents as instructed on the claim form "for you".

## Step 6

Submit your completed and signed forms, and any supporting documents using your preferred method.

- Submit your claim through secure upload
  - A: Go to [Voya.com](http://Voya.com)
  - B: Click on Contact and Services
  - C: Select "Upload a form"
- Mail and/or fax information is provided at the top of the form



If you have any questions about the claim process, call 1-888-238-4840

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