

Check your claim status, correspondence, 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 disability 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 correspondence. 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

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 correspondence.

The screenshot shows the Unum website interface with a login form (User ID, Password, Login button), a 'Forgot password' link, and a 'Register for an account' section. The 'Register for an account' section includes a sub-section for 'Employees' with a list of actions: 'File a claim/leave', 'Download supplement', 'Check your claim status', and 'Update personal information'. There is also a link to '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.

Register

for direct deposit of your claim payment, when applicable.

Review

claim status, correspondence, 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 is a navigation bar with the Unum logo, 'Claims', and a 'Logout' link. Below the navigation bar, the page title is 'Accident' and the 'Claim Number: 414898' is displayed. The 'Date Received: 5/7/2013' is also shown. The main content area is divided into several sections: 'Requested Information' (with sub-sections for 'Your Letters' and 'Read Unum's Message'), 'Pending' (indicating the claim is in review), 'Update Information' (with buttons for 'Forms', 'Upload Documents', 'Add/Update Medical Provider', and 'Update Your Information'), and 'Uploaded Documents' (showing a table of documents). The 'Requested Information' table has columns for 'Created', 'Requested', and 'Status'. The 'Uploaded Documents' table has columns for 'Filename', 'Category', and 'Date'. At the bottom of the page, there is a footer with 'Home | Contact Us' and '© 2014 Unum Group. All rights reserved. 10-200 | Legal | Privacy | Trademark'.

Easily update your claim and personal information on line.

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 correspondence online.
- Upload your claim/leave documents from your personal computer, or through the Unum Customer App, 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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