

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 Accident Insurance, Critical Illness Insurance & Hospital Indemnity Insurance.

Group Policy Name:
Lineage Logistics

Group Policy Number:
0072224-3

Online submission via the Voya Claims Center

Step 1 - Visit <https://presents.voya.com/EBRC/LineageLogisticsHoldings> and click on "Start A Claim".

Step 2 - Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, this process is completed online during this questionnaire. No claim form is necessary. Simply submit your claim at the end of the questionnaire.

Step 3 - Download your claim form package, if applicable.

Step 4 - Complete the form package, if applicable, or go to Step 5.

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 your claim **online** via a secure upload, visit voya.com/claims and click on Step 2, "Submit Your Forms".
- To **mail** or **fax** your submission, see the top of your custom claims form package.

Questions about the claim process?

For **Accident, Critical Illness and Hospital Indemnity Insurance claims**, call **1-877-236-7564**.

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 and employer's plan.

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