

# 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 Critical Illness Insurance and Group Term Life Insurance

Group Policy Name:  
County of Sacramento

Group Policy Number:  
721492

## Online submission via the Voya Claims Center

**Step 1 - Visit the online Claims Center at [voya.com/claims](http://voya.com/claims) 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, 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](http://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 **Life insurance claims**, call **1-888-238-4840**.

For **Critical Illness 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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