Filing a Claim for Beneficiaries

Accidental Dismemberment | Accelerated Death Benefit
Waiver of Premium | Life and/or Accidental Death



1 BEFORE YOU FILE

We understand this may be a difficult time, and we're here to help make the claims process as smooth as possible. Please take a moment to gather the necessary information before filing your claim.

You will need the following information on hand:

- Personal information for yourself, the employee and/or decedent (as applicable) including full name, Social Security number, date of birth, relationship status, address and contact information
- Employment verification information and supporting documents
- For death claims: Basic details about the decedent's passing (e.g., date of death, cause of death), including a copy of the death certificate and funeral assignment, if available
- Employer name and policy number(s)
- Medical records, police report, or any other relevant documents

2 FILING YOUR CLAIM

1. Visit: nylgbslifeclaims.com/claims
2. Select the claim type.
3. Opt in to receive email updates about your claim.
4. Complete the form to the best of your ability, providing all requested information.Fields marked with an [*] are required.
5. Upload any supporting documents. Document marked with an [*] are required.
6. Choose how you'd like to receive your payment: either via a lump sum check or through a NYL GBS Survivor Assurance account—a free, interest-bearing account in your name *(this does not apply to Waiver of Premium claims)*.
7. Submit your claim form.
8. Download a copy of the completed form for your records.

3 IMPORTANT INFORMATION

Policy Number for Life: FLX0970165

Policy Number for Accident: OK 0971518

Employer Name: METRO Regional Transit Authority

NEW YORK LIFE GROUP BENEFIT SOLUTIONS

4 CHECKING CLAIM STATUS OR ASKING QUESTIONS



Once we receive your claim, a dedicated New York Life Group Benefit Solutions (NYL GBS) professional will manage it from there. If additional information is needed, we'll contact you directly.

For claim status updates, feel free to call us at **(888) 842-4462**, Monday through Friday, between **8:00 AM and 5:00 PM EST**.

ADDITIONAL SUPPORT AVAILABLE



Survivor Support Specialist

For Life and Accidental Death claims, compassionate assistance is available from our trained specialists who can assist with grief and bereavement resources including those available through the New York Life Foundation.
Call: **(888) 842-4462, ext. 1013382**, weekdays between **9:00 AM and 5:00 PM EST**.

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