How to File a Claim for Colonial Life Benefits

FOR FASTEST RESULTS, FILE ONLINE:

1 Go to **ColonialLife.com/access** to login or register

2 Fill out the required information and click **Submit**.

3 Enjoy streamlined claims management and faster service online.

DIGITALLY FILE ALL TYPES OF CLAIMS

Disability Insurance	Accident & Hospital Insurance	Life Insurance	Critical Illness & Cancer Insurance	Wellness benefits for screening tests

Not sure which type of claim to file? No problem.
Just answer a few questions on the portal and we'll help you figure everything out.

BEFORE YOU FILE:
Review the appropriate claims checklist at **ColonialLife.com** and have this information handy to make the process go smoothly. Proper documentation must be submitted when filing your claim.
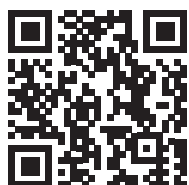
AFTER YOU FILE:
Check your claim status and manage your claim by logging into your account at ColonialLife.com/access. Live chat is also available 9 a.m. - 5 p.m. EST.

OTHER WAYS TO FILE A CLAIM:

Fax: 1.800.880.9325
Mail: P.O. Box 100195, Columbia, SC 29202

Colonial Life is committed to providing you, our valued customer, a market-leading claims experience. We look forward to serving you on ColonialLife.com.

On the policyholder portal you can:

View benefit details

- Here you'll find a copy of your policy to see what's covered and benefit amounts

Track your claim

- Log in anytime to view status; or opt in to receive status alerts by email or text so you know instantly if we require additional information

Sign up for direct deposit to get approved payments up to a week faster than paper check!

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