

HELPFUL HINTS TO THE DISABLED EMPLOYEE REGARDING YOUR DISABILITY CLAIM

Claims contact information:

Claims E-Mail: dbiclaims@sslicny.com ★ Phone 800-477-0087 ★ Fax 585-398-2854

Mailing Address:

Standard Security Life Insurance Company of New York
Disability Claims Department
P. O. Box 25339
Farmington, New York 14425-0339

Please Be Sure:

- ☞ To **FULLY COMPLETE YOUR SECTION OF THE CLAIM FORM**. Incomplete information will delay the processing of your claim.
- ☞ **BE NEAT!** If we cannot read your information we may not be able to enter your claim into our system which will delay processing.
- ☞ **DO NOT HAVE YOUR CLAIM FORM COMPLETED PRIOR TO YOUR FIRST DAY OF DISABILITY.**
Pre-dating your claim form **WILL** delay your claim evaluation; the entire form may need to be recompleted **after** your disability begins.
- ☞ Keep a copy of your completed claim form.
- ☞ If your disability is a result of a motor vehicle accident, provide a copy of the police report with your claim.
- ☞ If your disability is the result of pregnancy and you are out more than two weeks prior to your due date, provide your medical records to substantiate your complications.
- ☞ Please complete a HIPAA form and submit with your claim. This may make it easier for us to obtain information regarding your claim. If your employer does not give you one with your claim form, you may download one from our website at: <https://www.sslicny.com/formsDownload>

Please Note:

- ★ Our hours of operation are Monday – Friday 8:30 a.m. – 4:30 p.m.
- ★ You may check our website to see if a check has been released. Go to: <https://www.sslicny.com/BenefitInformation>. If you do not see that a check has been issued, you can contact us via the e-mail address or phone number noted above. E-mails are responded to by a representative between the hours of 8:30-4:30 Monday – Friday with the exception of holidays.

Thank You for Allowing Us To Serve You

STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK