

How to file your Critical Illness and Accident Claims



Draw on our flexibility

Reliance Standard makes it easy to start an accident, critical illness or hospital indemnity claim. Knowing what to do - and what to expect - will help you get prompt, appropriate service and improve your overall experience.

File a claim anywhere, any time



What to do

You can submit most claims securely online. You will need a valid email address and some general information to get started. Depending on which type of claim you are submitting, you should be ready to provide information such as:

- Your Name / Address / Gender / Date of Birth / Phone / Social Security Number
- Your Employer Name / Address
- Injury/Condition
- Your treating physician information
- Policy Numbers may be necessary: Accident – VAI 872565
Critical Illness – VAI 872566

You may also need to complete an additional Authorization to Obtain Information, which allows us to request your medical records if needed. If you would like your benefit payment deposited electronically into your bank account, we will also need you to complete an Authorization for Electronic Fund Transfer.

What to expect

After we receive your submission, Reliance Standard will contact you to:

- Verify the reasons for your claim
- Gather any additional information needed to make a decision
- Discuss your plan/benefit coverages and next steps

When we receive all your required information, a decision will be communicated in writing.

Questions? We are here to help!

Many claims inquiries can be answered 24/7 on our website, www.RelianceStandard.com (just click Customer Care!) or through our telephonic CustomerCare system: 1-800-351-7500. Customer Care Representatives are available weekdays from 8:00 AM – 7:00 PM Eastern Time.