

# BRIGHTER TOMORROWS

## START TODAY

### A STEP-BY-STEP GUIDE TO SUBMITTING A CLAIM

You put protection in place for a reason, and it's important for you to know how to access your benefits. Transamerica is there for you every step of the way. With several ways to file, you can choose the one that works best for you. Customers can download forms at [transamerica.com/employee-benefits/your-employee-benefits](https://transamerica.com/employee-benefits/your-employee-benefits) and submit a claim either online, by email, phone, mail, or fax.



#### Online\*

1. Log in at [transamerica.com/employee-benefits/your-employee-benefits](https://transamerica.com/employee-benefits/your-employee-benefits). If you're not registered, click "**CREATE ACCOUNT**" and use your contract (certificate or policy) number and personal information, including Social Security number, to register.
2. Click on the policy you're using to file a claim.
3. Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file.
4. Complete all requested information. If your claim requires a specific form, it will be provided here.
5. Print a copy of your claim submission for your records.



#### Email

1. Email claim documents to: [tebclaimsscanning@transamerica.com](mailto:tebclaimsscanning@transamerica.com).
2. Include the insured's name and policy/certificate number.
3. You will receive an email acknowledgment of receipt.



#### Phone

1. Contact the Transamerica Claims Customer Service Department at **888-763-7474**.
2. Be ready to provide all claim information.



#### Fax

- Fax claim documents to **866-586-6528**.
- Include the insured's name and policy/certificate number.
- All documents should be clear and readable.



#### Mail

- Mail completed claim documents to:  
**Transamerica - Claims, PO BOX 219 Cedar Rapids, IA 52406-0219**
- Include the insured's name and policy/certificate number.

\*preferred method — online filing ensures accurate claim submission and lets you track your claim status at [transamerica.com/employee-benefits/your-employee-benefits](https://transamerica.com/employee-benefits/your-employee-benefits)

#### Questions About Claims?



[tebcustresp@transamerica.com](mailto:tebcustresp@transamerica.com)



**888-763-7474**

Mon-Thu: 7 a.m. to 6 p.m. CT  
Fri: 7 a.m. to 5 p.m. CT



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