

# Filing a Life or Accidental Death Claim for Beneficiaries.

New York Life Group Benefits Beneficiary Portal.



## 1 BEFORE YOU FILE A CLAIM

Prior to navigating to the website to file your claim involving an accident or death, please ensure you have the following items on hand to make your process seamless and easy:

- › Social security number for yourself and the decedent
- › Some details about the decedent's passing, including a copy of the death certificate and funeral assignment, if available
- › Medical records, police report or other relevant documentation if this is an Accidental Death claim

## 2 FILING A CLAIM

1. Go to [www.nylgbslifeclaims.com/start](http://www.nylgbslifeclaims.com/start)
2. Choose to opt into email messages regarding the claim
3. Complete the form fields as best you can and upload documents
  - Be sure to complete the information marked with an [\*]
  - Elect to receive payment via lump sum or through NYL GBS Survivor Assurance account
4. Submit your claim form
5. Download the completed form for your records

Policy Number for Life: \_\_\_\_\_ Policy Number for Accident: \_\_\_\_\_ Employer Name: \_\_\_\_\_

## 3 CLAIM STATUS OR QUESTIONS

- › After we receive your claim, a dedicated New York Life Group Benefit Solutions (NYL GBS) professional will handle the rest. If we need any additional details, we will contact you directly.
- › To check status of your claim, call **(888) 842-4462**, between 8:00 AM – 5:00 PM EST.

### Additional support available:

#### Survivor Support Specialist

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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