



BRIGHTER TOMORROWS START TODAY

A STEP-BY-STEP GUIDE TO SUBMITTING A CLAIM

You put protection in place for a reason. Transamerica is here for you every step of the way. With several ways to file, you can choose the one that works best for you.

WHAT YOU NEED TO FILE A CLAIM:

☐ Insured's Name ☐ Certificate Number ☐ Social Security Number ☐ Forms (see back)

Is this your first time submitting a claim?

Contact the Claims Customer Service Department for your certificate number.



Customers can download forms at

transamerica.com/employee-benefits/your-employee-benefits and submit a claim either online, by email, phone, mail, or fax.



SUBMIT CLAIM ONLINE *(this is the preferred method to ensure accuracy and ability to track claim status)*

- Log in at **transamerica.com/employee-benefits/your-employee-benefits**. If you're not registered, click "CREATE ACCOUNT"
- Click on the policy you're using to file a claim
- Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file
- Complete all requested information (if your claim requires a specific form, it will be provided on the back page)
- Print a copy of your claim submission for your records

ACCIDENT, CRITICAL ILLNESS, CANCER, AND HOSPITAL INDEMNITY CLAIMS



transamerica.com/employee-benefits/your-employee-benefits



selfadminclaims@transamerica.com



Transamerica — Claims
PO Box 219
Cedar Rapids, IA
52406-0219



855-244-8318



855-604-5205

DO YOU HAVE WHAT YOU NEED TO FILE A CLAIM?

Having all your documents together helps make submitting a claim a smoother process. Look below to see the documentation needed for each type of claim.



Wellness	● ● ● ●
▪ Date wellness services were provided ▪ Care provider's contact information ▪ List of services provided	
Critical Illness	● ● ● ●
▪ Completed claim form ▪ Positive pathology report from doctor for initial claim (when filing claim for cancer) ▪ Discharge summary (if hospitalized)	

Accident	● ● ● ●
▪ Completed claim form ▪ Proof of accident treatment with diagnosis (such as hospital discharge summary or statement) ▪ Police report (if applicable) ▪ Proof of follow-up treatment with diagnosis	
Hospital Indemnity Insurance Policy	● ● ● ●
▪ Completed claim form ▪ Itemized statements ▪ Police report (if applicable)	

For Questions About All Other Policies:



selfadminclaims@transamerica.com



855-244-8318

Mon–Thu: 7 a.m. to 5:30 p.m. CT

Fri: 7 a.m. to 5 p.m. CT

TCS e-Serve International Limited is a third-party administrator for Transamerica Life Insurance Company and Transamerica Financial Life Insurance Company.

Insurance products **underwritten by Transamerica Life Insurance Company (TLIC), Cedar Rapids, IA or Transamerica Financial Life Insurance Company (TFLIC), Harrison, NY.** TFLIC is licensed to conduct business in New York. TLIC is authorized to conduct business in all other states.

EB3 133034R3 S 07/22

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