

Check your claim status, documentation and updates online — anytime



Secure & easy access:

- Short and simple process that saves time
- Convenient access, day or night
- Website security to safeguard your personal data

Committed to you

We understand that filing a claim or leave is when you may need us most. Our claims service is part of our commitment to help make the process easier for you.

› Managing or filing your claim/leave is just a touch away. Go mobile with the Unum Customer App.



Unum has developed a secure and easy way for you to submit and manage your claim or leave online. Our secure Web services allow you to access and make changes to your open claims, as well as view updates and available letters and documents. This is one more way we fulfill our commitment to provide you with prompt service.

Our Web services are simple to use when you need to file or monitor a claim or leave.

To get started, follow these directions.

1 Go to www.unum.com/claims

2 Returning users, please log in with your user ID and password.

3 First-time users, please register an account to file a new claim or leave, review the status of an existing claim, or view documentation.

The screenshot shows the Unum website interface. At the top, the URL is <https://services.unum.com/claims>. The main content area features a login form with fields for Email and Password, a Login button, and links for Register an account and Forgot password?. Below the login form, there is a disclaimer: "By logging in you agree to our [privacy](#) and [terms](#). Problems logging in? Call 877-225-2712." The footer includes the Unum logo, a Register button, a Log In button, and a section titled "Secure Website Registration" with a link to Register as an Employee and a list of actions: File a claim/leave, Download supplemental forms, Check your claim status, and Update personal information. A "Need help registering?" section provides contact information: Employees/Employers: 877-225-2712.

Monitor your progress

Our secure site helps eliminate delays and confusion. Here are a few main features:

Access and download

supplemental claim and year-end tax forms.

File your claim/leave

paper-free, 24 hours a day, 7 days a week.

Sign and submit

authorization forms.

Upload

documents from your personal computer — or from our app, using your phone's camera.

Register

for direct deposit of your claim payment, when applicable.

Review

claim status, documentation, and most recent payment information.

Verify and change

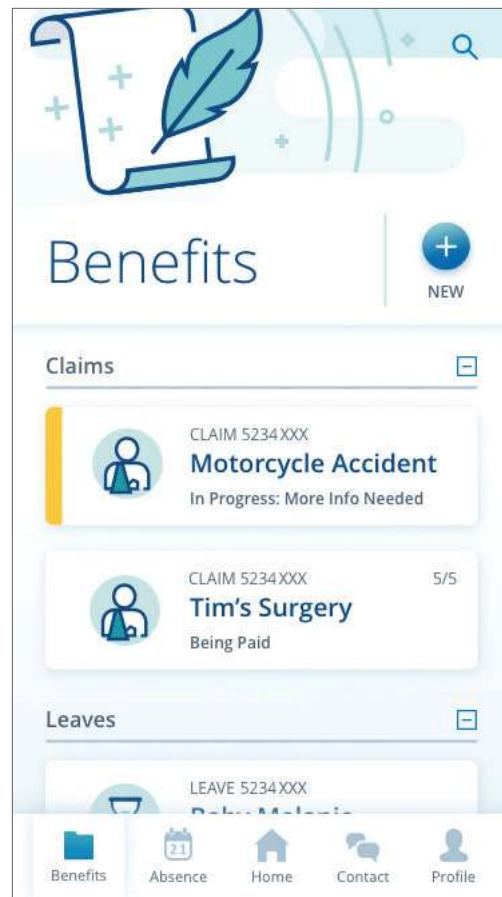
personal information, including contact information and treatment providers.

Get updates 24/7

With our mobile app or web portal.

MORE **Have additional questions?**
Please call us at
1-866-679-3054
Monday-Friday,
8 a.m. to 8 p.m. ET.

Your online summary page



Easily update your claim and personal information online.

For example, you can:

- Report your work absence times and dates for intermittent leave.
- Let us know when your baby arrives, if you're filing a maternity claim.
- Let us know the last day you were able to work, if you're disabled.
- Let us know the day you expect to return to work following a disability.
- Choose to stop receiving claim/leave-related mail, if you would rather view letters and documents online.
- Upload your claim/leave documents from your personal computer — or through the Unum Customer app using the camera on your phone — if you don't want to wait for the regular mail.