

How to file an insurance claim



For certificate holders of Critical Illness* Insurance.

Wellness Benefit claims can even be submitted from your mobile device at voya.com/claims

Helpful tip:



Don't feel like printing? Forms may be completed, signed and submitted electronically.

Step 1

Visit the Voya Claims Center at voya.com/claims and click on "Start A Claim"

Step 2

Complete the questionnaire so that a custom claim form package can be generated for you.

Step 3

Download your claim form package.

Step 4

Have each form completed by the appropriate party, as outlined by the claim form package.

Step 5

Gather any additional supporting documents as instructed on the claim form "for you".

Step 6

Submit your completed and signed forms, and any supporting documents using your preferred method.

- Submit your claim through secure upload
- Go to voya.com/claims and click on "Submit your Forms"
- Mail information is provided at the top of the form



If you have any questions about the claim process, call 1-877-236-7564.

*Referred to as Specified Disease in some states.

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