

HELPFUL HINTS TO THE POLICYHOLDER REGARDING CLAIMS

Claims contact information:

Claims E-Mail: claims@sslicny.com ★ Phone 800-477-0087 ★ Fax 585-398-2854

Mailing Address:

Standard Security Life Insurance Company of New York
Disability Claims Department
P. O. Box 25339
Farmington, New York 14425-0339

Please Be Sure:

- ☞ To indicate the policy number on the claim form. If we cannot identify the policy number, it may delay the processing of the claim.
- ☞ **DO NOT** give a claim form to your employee until after their disability begins. **A pre-dated claim form may delay the processing of their claim.**
- ☞ **Please provide your employee with one of the enclosed HIPAA forms when you give them a claim form. This may make it easier for us to obtain information regarding their claim.**
- ☞ **Do not attach payroll records or pay stubs.** The wage boxes in section C must be completed.
- ☞ To inform us if your employee returns to work. This will help prevent overpayments. We have included a Return to Work notification form in this kit that you should duplicate. **Please fax or email us the information whenever possible.**
- ☞ **Please complete each question on Section C.** If you do not answer a question, this will delay the processing of your employee's claim. **A large majority of new claims are missing information that we must then obtain.**
- ☞ To provide the taxable percentage where requested on the claim form. It is **your** responsibility as the employer to calculate the taxable percentage and notify Standard Security of the figure.

Please Note:

- ★ The maximum weekly benefit amount for statutory policies is \$170.00. If you requested an enriched weekly benefit amount, please refer to your certificate of insurance (DB820.1).
- ★ Check issuance is bi-weekly unless further medical has been requested. If medical is requested, no further benefits will be considered until this information is returned.

If you have any questions regarding the New York Disability Benefits Law, please feel free to call our office.

Thank You For Allowing Us To Serve You

Standard Security Life Insurance Company of New York