

Claims Checklist & FAQ

Group Term Life Insurance (Employer/Administrator)

Ready to file a claim?

Equip yourself with helpful information and documentation before you get started.

Information you'll need:

- Employer or Group name
- Group number (optional, but speeds up the process)
- Employee/insured name
- Employee/insured birthdate
- Employee/insured Social Security number
- If the beneficiary is not the employee, you will also need:
 - Beneficiary name
 - Beneficiary birthdate
 - Beneficiary Social Security number

Documentation to gather

- You will provide:
 - Employer Claim Form*
 - Proof of Enrollment
 - Beneficiary Designation form
- The beneficiary will provide:
 - Proof of Death – Claimant Statement*
 - Death Certificate**
 - Additional forms based on the case*

* These are forms that will be auto-generated when you start the claim online at voya.com/claims or that will be provided by the Voya Claims Center.

** A photo-copy of the death certificate is acceptable for claims with death benefits payable of \$500,000 or less. We require a certified death certificate for all claims at our discretion and 100% of the time if the death benefit is greater than \$500,000.

Frequently asked questions

Do I need to submit paperwork on behalf of the beneficiary?

Claims paperwork can be submitted independently from both the employer and the beneficiary, or as one package; although submitting as one package can help speed up the process. If you submit paperwork separately, please let us know if you've reached out to the designated beneficiary. Regardless of how paperwork is submitted, the claim won't be processed until all documentation is received.

What enrollment information do I need to include?

We need to know amounts of coverage and effective dates, as well as whether the coverage was employer- and/or employee-paid. The insurer needs to determine if proof of good health or Evidence of Insurability (EOI) was required and approved at the time contributory coverage was elected. In addition, we require beneficiary designation documentation for all death claims.

Do I need to provide original copies of enrollment forms and beneficiary designations?

No. For life claims, you can submit screenshots or copies of enrollment and beneficiary paperwork.

ReliaStar Life Insurance Company (Minneapolis, MN) and
ReliaStar Life Insurance Company of New York (Woodbury, NY),
members of the Voya® family of companies

*This was a combination of employer-paid life insurance and employee-paid supplemental life insurance.
Do I need to submit two claims?*

No, you will submit one claim whether it was employer-paid, supplemental, or a combination of both.

Why do I need to provide the employee's last date worked?

Under most of our group life insurance plans, an employee must be actively working to be eligible for life insurance. By providing the last date worked, the employer is certifying that the employee was last actively at work on that date. This applies to both employee and dependent claims.

Do I need to provide a certified death certificate?

A photo-copy of the death certificate is acceptable for claims with death benefits payable of \$500,000 or less. We require a certified death certificate for all claims at our discretion and 100% of the time if the death benefit is greater than \$500,000.

What if there is no death certificate; for example, if it is a missing person?

This is determined on a case-by-case basis. Other "proof of death" can be used if needed, such as a court determination.

What if the beneficiary is a minor?

Life insurance benefits cannot be paid directly to a minor beneficiary. The amount of the benefit and the state where the minor beneficiary lives will both affect how they can be paid. Some states allow benefits to be paid under the Uniform Gifts to Minors Act or the Uniform Transfers to Minors Act if the death benefit amount payable to the minor is less than a specified dollar amount. The amount payable is state-specific. If the amount payable is greater than allowed under that state's Uniform Gifts to Minors Act or Uniform Transfers to Minors Act, the person having care and custody of the child will need to obtain an Order Appointing Guardian/Conservator of the estate of the minor and Certified Letters of Guardianship/Conservatorship for the estate of the minor. These are court-issued documents and legal representation is usually required to obtain them.

If the custodian of the minor beneficiary does not obtain the appropriate appointment as guardian/conservator (as appropriate to their state) of the estate of the minor within the escheatment time frame dictated by the state, the Company must escheat the unpaid death benefit to the state's Unclaimed Property division for the benefit of the minor. The minor may then claim those funds from the state once they attain age of majority in the appropriate jurisdiction. Alternatively, the custodian of the minor may claim those funds from the state's Unclaimed Property division, though most states also require the custodian to obtain court appointment as guardian/conservator of the estate of the minor prior to claiming the funds.

What if the beneficiary is an estate?

In addition to the other required documents, some states allow benefits to be paid under a Small Estate Affidavit if the death benefit amount payable is less than a specified amount. This amount is state specific. If the amount payable is greater than allowed under the Small Estate Affidavit requirements of the appropriate jurisdiction, we require a Certified Copy of the Letters of Administration for the Estate of the insured. This is a court-issued document and legal representation may be required to obtain it.

What if the beneficiary is a trust?

In addition to the other required documents, the trustee of the Trust must complete the Trust Verification form. When you start your claim at voya.com/claims, you will be asked if the beneficiary is a trust. If it is, this form will be automatically added to your claims package. You can also access this form in the Claim Forms Library.

What if the beneficiary is not a US citizen?

This may require additional documents, such as an IRS Form W-8. We will contact you for more information if this applies.

What if the beneficiary is an ex-spouse?

This depends on the state. Some states automatically revoke the beneficiary designation at the time of divorce if the policyholder did not specifically make arrangements to keep the spouse beneficiary designation in place. If you are in this situation, please call 888-238-4840, 9:00am – 6:30pm EST Monday – Friday so that we can guide you through the process.

What if no beneficiary was designated, or the beneficiary also passed and there is no other beneficiary?

This depends on the policy provisions. In addition to the other required documents, if there is a Payment of Proceeds provision, then we pay benefits in the following order: 1. Policyholder spouse, 2. Natural and adopted children, 3. Parents, 4. Estate. If that provision or a variation of it is not included, we generally pay the estate of the insured. Keep in mind that these requirements may vary by state and other regulatory requirements and will be dictated by the policy and certificate provisions.

How long does it take to review and pay the claim?

Once all of the required documents are received, our goal is to process the life insurance claim within 5-10 business days. Please allow mailing time after the review for payment to be received. You will be notified by mail within 30 days if additional review is required.

What type of payment will I receive?

The beneficiary will be able to specify how they'd like to be paid on the Proof of Death Claimant statement.

Does the insurance company accept funeral home assignments?

Generally, yes, if it's allowed by the applicable state's statutes. The funeral home assignment must: comply with all state statutory requirements; be submitted with the life insurance claim; indicate the amount assigned; and be signed by the named beneficiary. Minor beneficiaries cannot sign off on an assignment.

Will I be notified when the claim is paid?

Yes, if there is an email on file we will provide a notification when the claim has been paid.

Are life insurance benefits taxable?

In general, life insurance death benefits are not taxable. We do not report life insurance benefits paid to U.S. citizens. However, interest paid on those death benefit proceeds are taxable and are reported to the IRS. We can provide an IRS Form 712, which reports the value of life insurance policies for estate tax purposes, on request. We do not provide tax or legal advice. Consult a tax, investment or other financial advisor regarding potential for tax liability.



Get started now

The fastest way to submit and monitor the status
of your claim is online at voya.com/claims

This is intended to be used for information purposes only and does not indicate eligibility for a benefit. A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders. All coverage is subject to the terms and conditions of the group policy. If there is any discrepancy between this document and the group policy documents, the policy documents will govern. To keep coverage in force, premiums are payable up to the date of coverage termination. Group Term Life Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (Woodbury, NY), members of the Voya® family of companies. Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product provisions and availability may vary by state and employer's plan.

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