

# Your guide to submitting a claim

Welcome to the Self-Service Claim portal.  
We've made filing your claim easier than ever.  
Here's what you do:



[chubb.com/  
workplacebenefitsclaims](https://chubb.com/workplacebenefitsclaims)



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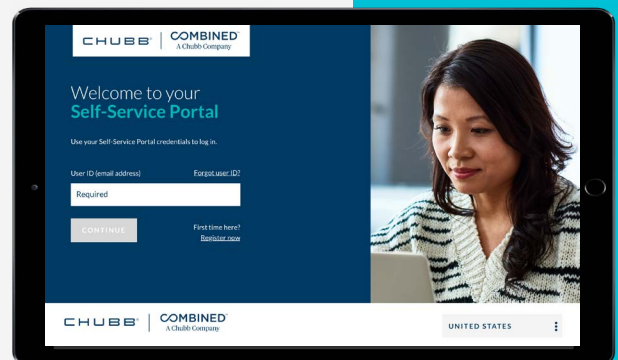
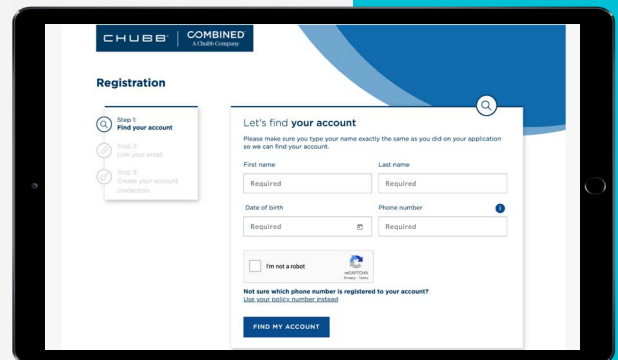
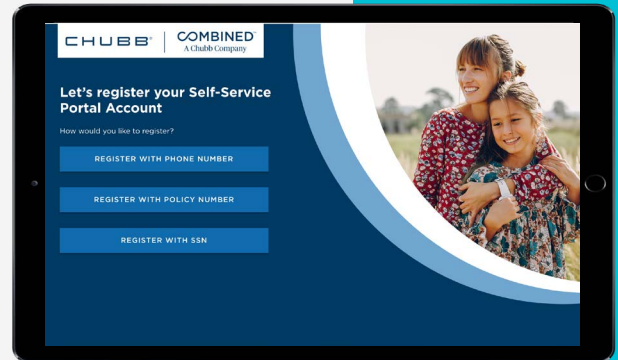
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\* Excludes LifeTime Benefit Term claims, which are submitted via phone, email, fax or mail only.  
Contact your human resources team for LifeTime Benefit Term claim filing information.

## Getting started

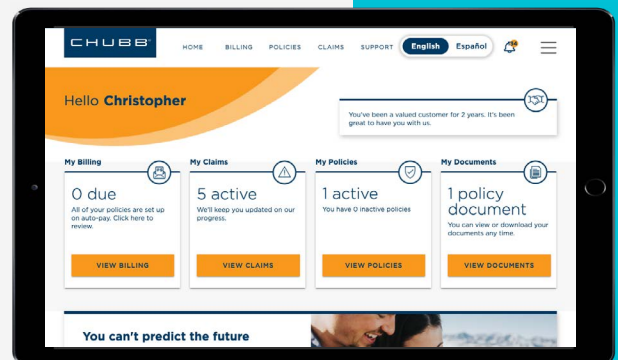
### Registering your account for the first time

- Visit [chubb.com/workplacebenefitsclaims](https://chubb.com/workplacebenefitsclaims)
- To register for the first time, click **First time here? Register now**
- Select from 3 options to locate your account:
  - Phone number
  - Policy number
  - Social Security number
- Next, enter your name, date of birth and last four digits of your Social Security number, and we'll find your account information
- You will receive a one-time passcode (OTP) to the email address you entered to complete your registration
- Create a user ID with your email address and choose a password



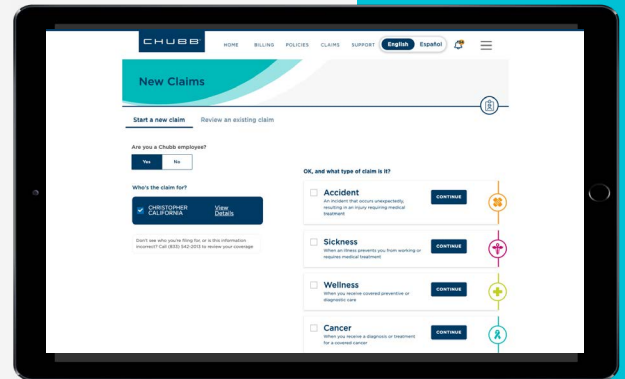
### Logging in

- Once you're registered, login to the Self-Service Portal at [chubb.com/workplacebenefitsclaims](https://chubb.com/workplacebenefitsclaims)
- After logging in, you'll come to your dashboard
- Look for the **My claims** option and click the **View claims** button



## Starting a new claim

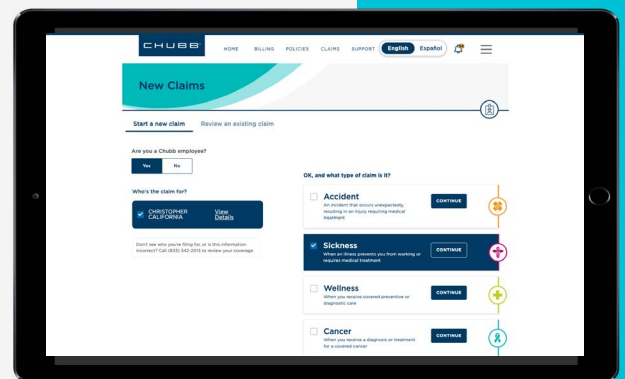
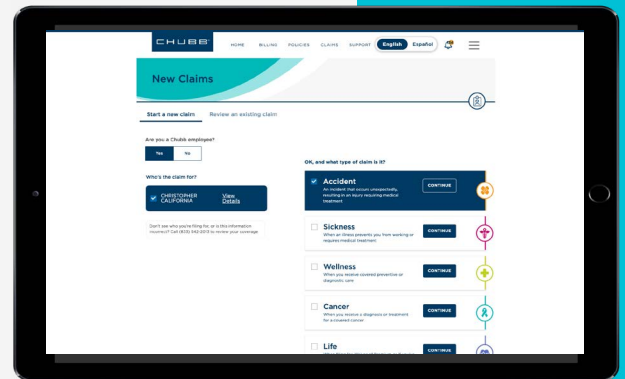
- In the Claims section, choose **Start a new claim**:
  - Let us know if you're starting the claim for yourself or someone else
  - If you're starting this for a dependent, we'll need you to add their details



## Submitting a claim

### Choosing your claim type

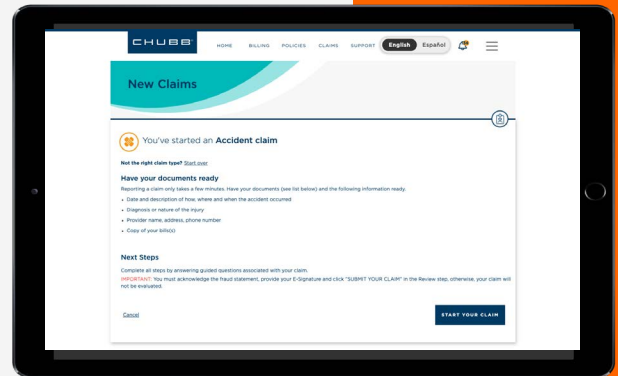
- On the new claims page, you'll see list of claim types tied to your benefits:
  - Accident
  - Sickness
  - Wellness
  - Cancer
  - Life
- Selecting the right claim type is easy:
  - For example, if you were in an accident, check the **Accident** option
  - For if you were sick, check the **Sickness** option
- Tell us what happened and the portal will check your coverages to determine which benefits apply, even checking for additional coverages you may have



# Accident claim

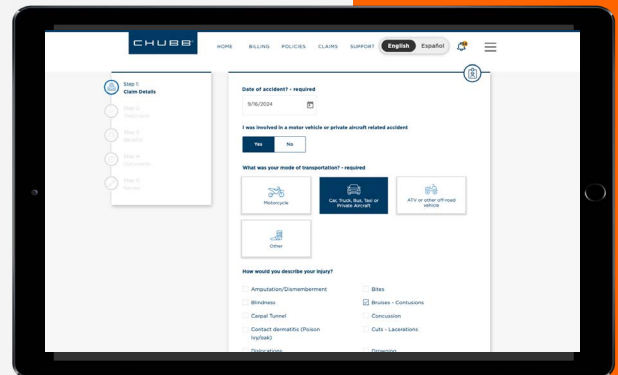
## Initiating your claim

- You'll see a screen with instructions for completing an Accident claim
- Click the **Start your claim** button to begin



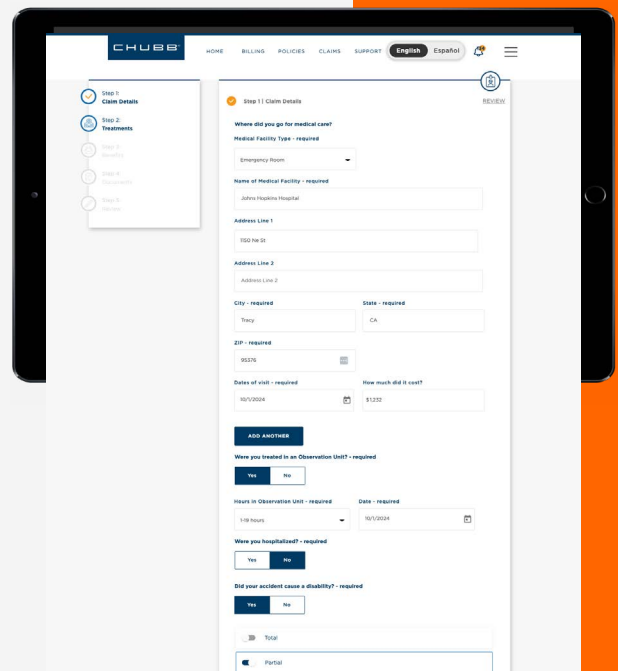
## Step 1 - Claim details

- Provide information about the accident:
  - Enter the date when the accident occurred, provide details about what happened and about any injuries sustained



## Step 2 - Treatments

- In this step, provide details on where medical treatment was received
- If you were hospitalized or kept in an observation unit, please provide:
  - Hospital name and address
  - Check-in and check-out dates
  - Whether you were admitted to the ICU



## Step 2 – Treatments (cont.)

- If your condition caused disability and you were unable to work, enter:
  - Duration of disability
  - Start and end dates
  - Whether the disability was Total or Partial
- Indicate if you're receiving or received:
  - Workers' Compensation
  - Benefits from the Social Security Act
  - State disability benefits
- Provide your employment information:
  - Employer details
  - Description of your job duties
- When you've filled everything out, click **Continue**

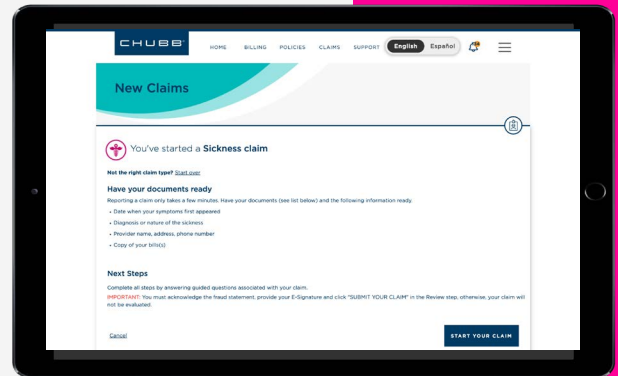
## Step 3 – Benefits

- In the Benefits section you'll find a list of potential covered benefits for your claim, such as:
  - X-rays
  - Casts or splints
  - Prescriptions
  - Surgeries
- Select any covered treatments that apply and enter the date you received each treatment
- When you've filled everything out, click **Continue**
- Go to Step 4 – **Documents**

# Sickness claim

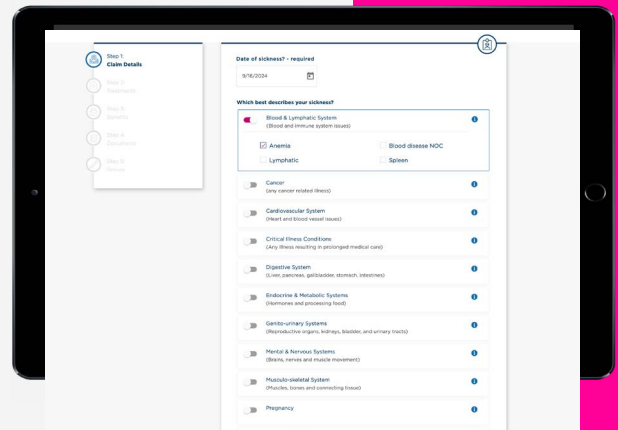
## Initiating your claim

- You'll see a screen with instructions for completing a Sickness claim
- Click the **Start your claim** button to begin



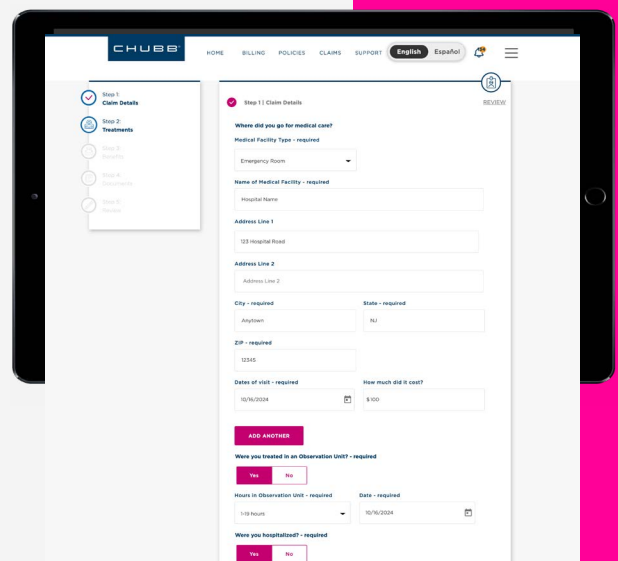
## Step 1 - Claim details

- Provide the requested details of your Sickness claim:
  - Select the dates that you experienced sickness
  - Select the option from the list that best describes your sickness
  - If you're pregnant, be sure to select that option
- Once you've made your selections, click **Continue**



## Step 2 - Treatments

- In this step, share the specifics on your sickness treatments:
  - Where you received medical care, including the name and address of the facility
  - The dates and costs of your treatments
  - If you spent time in an observation unit or were hospitalized
- If you were hospitalized or kept in an observation unit, please provide:
  - Hospital name and address
  - Check-in and check-out dates
  - Whether or not you were in the ICU





## Step 2 – Treatments (cont.)

### DISABILITY

- If your sickness caused disability and you were unable to work:
  - Duration of the disability
  - Start and end dates
  - Whether the disability was Total or Partial
- Indicate if you're receiving or received:
  - Workers' Compensation
  - Benefits from the Social Security act
  - State disability benefits

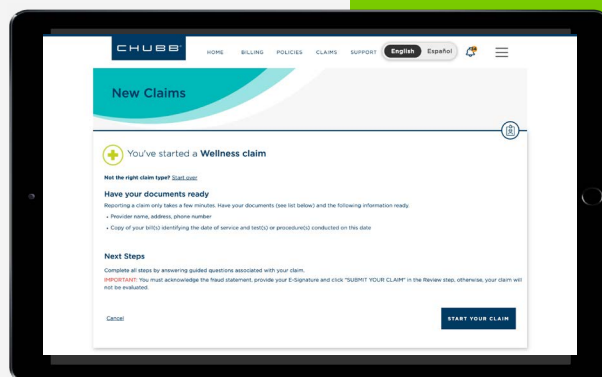
## Step 3 – Benefits

- In the Benefits section you'll find a list of potential covered benefits for your claim, such as:
  - Transportation to the hospital
  - Surgeries
  - Prescription medications
- Provide the dates you received each covered benefit
- Once you're done with benefits, click **Continue**
- Go to Step 4 – **Documents**

# + Wellness claim

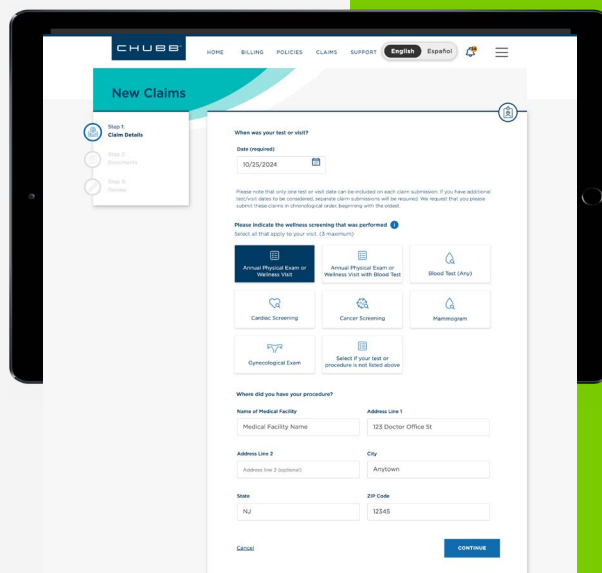
## Initiating your claim

- You'll see a screen with instructions for completing a Wellness claim
- Click the **Start your claim** button to begin



## Step 1 - Claim details

- Provide specifics of your Wellness claim:
  - Provide the dates of your wellness screening or visit
  - Select the type of wellness service, such as annual physical, blood work, or cancer screening
  - Where you received your wellness services
- Then click **Continue**
- Go to Step 4 – **Documents**

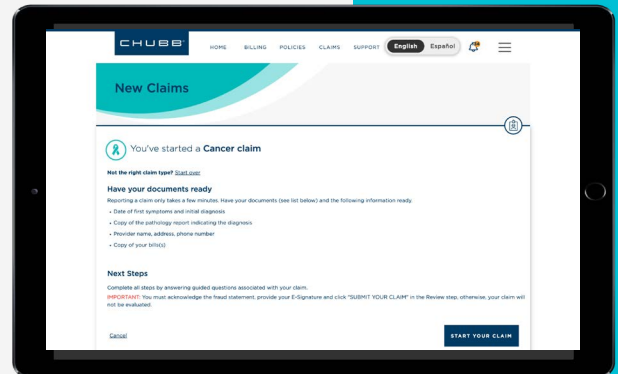




# Cancer claim

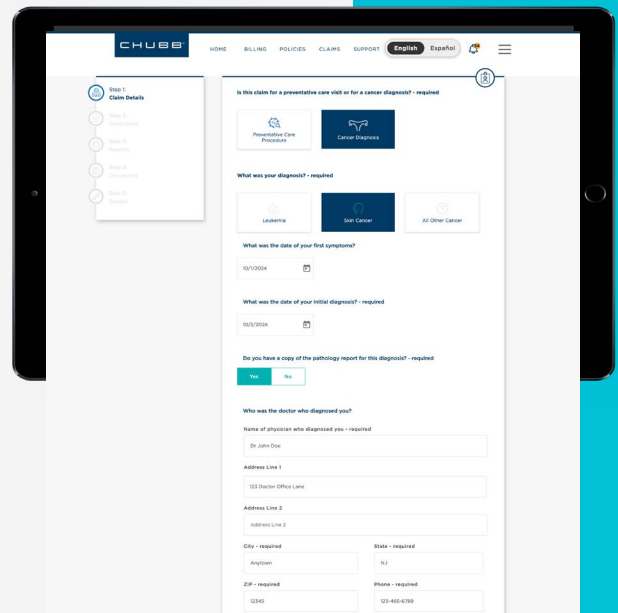
## Initiating your claim

- You'll see a screen with instructions for completing a Cancer claim
- Click the **Start your claim** button to begin



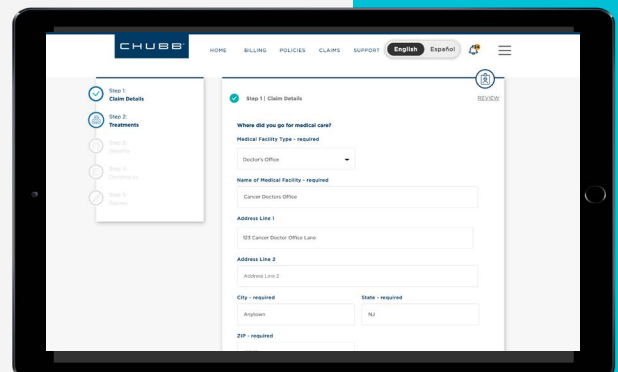
## Step 1 - Claim details

- Provide information for your Cancer claim:
  - Is this for a preventative cancer screening or a cancer diagnosis?
- For preventative care, what was the date of your procedure?
- For a cancer diagnosis, provide:
  - The type of cancer
  - When you first experienced symptoms
  - The date of your initial diagnosis
  - Whether you have the pathology report
  - Information about who diagnosed you and any treatments received to date
- Click **Continue**



## Step 2 - Treatments

- In this step, provide information on the cancer treatments you received:
  - Where you received your cancer care
  - Provide the dates and costs of your cancer treatments



## Step 2 – Treatments (cont.)

- If you were hospitalized or kept in an observation unit
- Let us know if you were in an observation unit or hospitalized

- If you were hospitalized or kept in an observation unit, please provide:

- Hospital name and address
- Check-in and check-out dates
- Whether or not you were in the ICU

### DISABILITY

- If your cancer caused disability and you were unable to work, please provide:

- The duration of your disability
- The start and end dates
- Whether your disability was Total or Partial

## Step 3 – Benefits

- In the Benefits section you'll find a list of potential covered benefits for your claim, such as:

- Transportation to the hospital
- Prescribed medications
- Surgeries or other treatments

- Select the benefits that apply and enter the dates you received each covered benefit

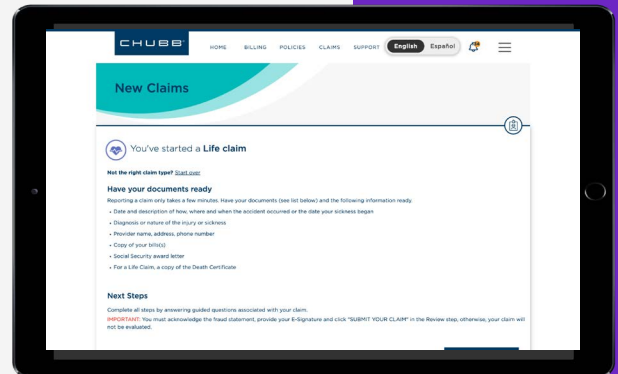
- Click **Continue**

- Go to Step 4 – **Documents**

# Life claim

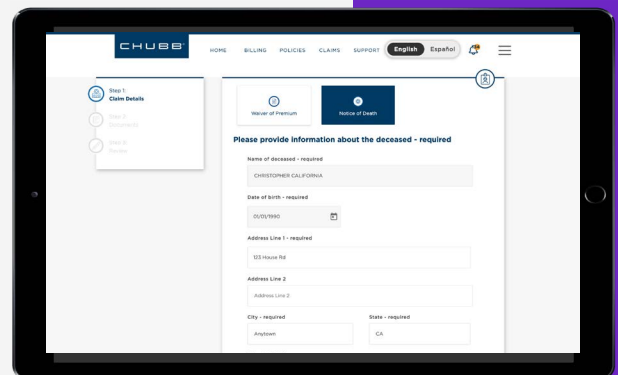
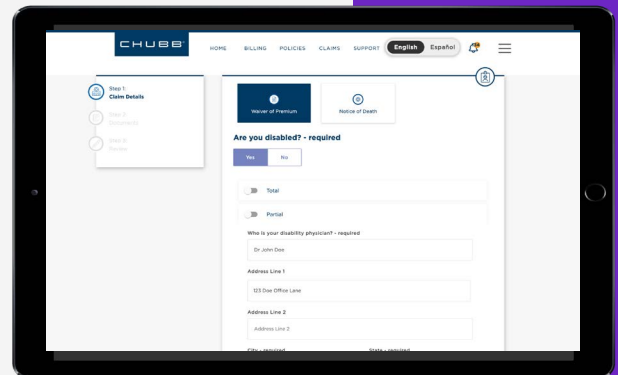
## Initiating your claim

- You'll see a screen with instructions for completing a Life claim
- Click the **Start your claim** button to begin



## Step 1 - Claim details

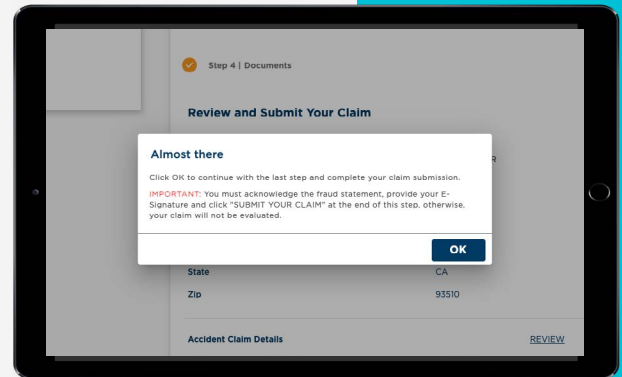
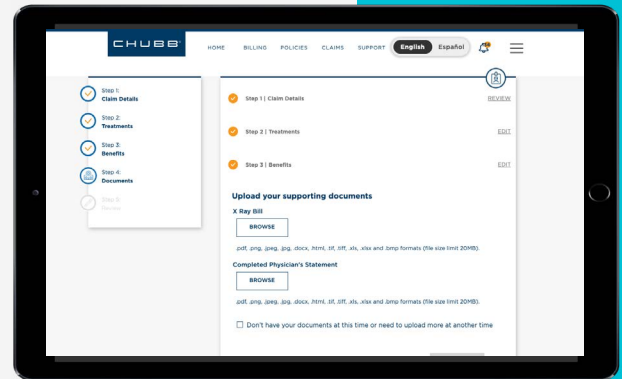
- Provide information for your Life claim, choosing from two options:
  - Waiver of Premium
  - Notice of Death
- For Waiver of Premium:
  - Provide detail details on your disability, including about who diagnosed you
  - Provide information about your employment status and job duties
- For Notice of Death:
  - Provide information about the deceased, including the cause of death
  - Information about who is filing the claim
  - Indicate if the claim is being submitted on behalf of an estate
  - If applicable, provide funeral home information
- Click **Continue**
- Go to Step 4 – **Documents**



## Submitting a claim - all products

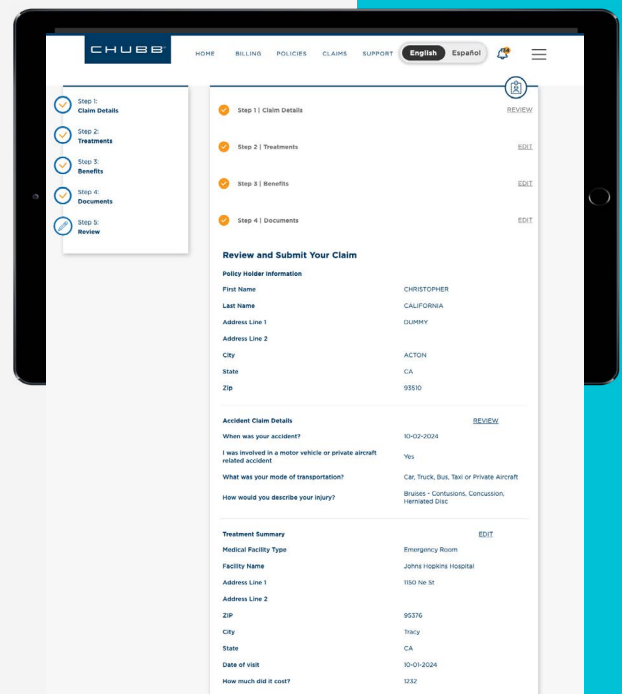
### Step 4 - Documents

- Upload supporting documents for your claim
- Examples of supporting documents:
  - Medical bills
  - Doctor's prescriptions
  - Accident reports
- To upload a document:
  - Click the **Upload** button
  - Select the file from your device
  - Choose the document type from the dropdown menu
- If you need to upload your documents later:
  - Select the option **Don't have your documents at this time or need to upload more at another time**
- When you're ready for the next step, click **Continue**



### Step 5 - Review

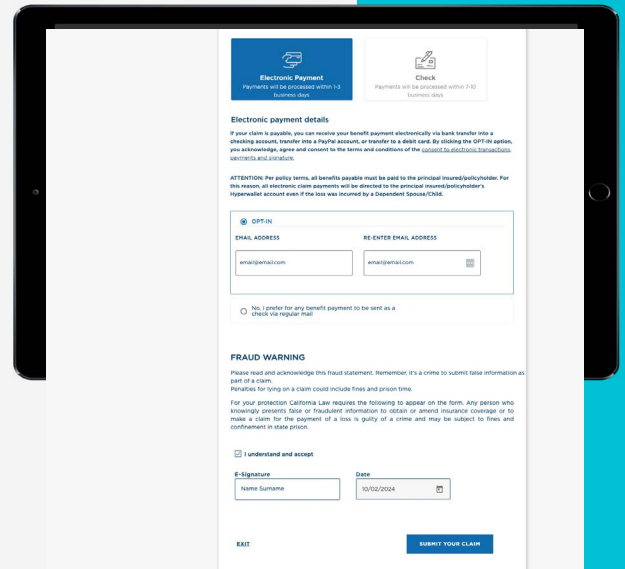
- Take a moment to review the information you've entered:
  - Claim details
  - Treatment information
  - Benefits selected
  - Documents uploaded
- If you need to update information provided:
  - Click the **Edit** button next to the section you need to change
  - Make your updates
  - Return to the review page



## Submitting a claim - all products (cont.)

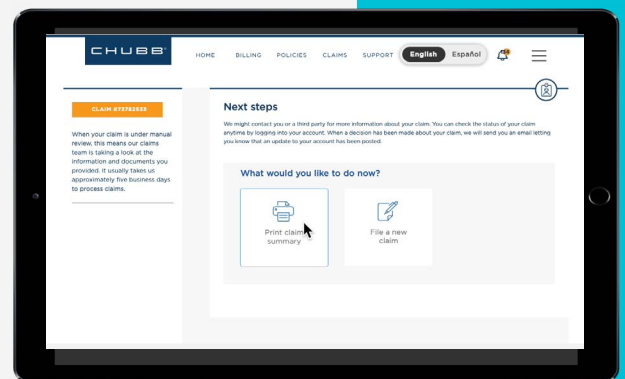
### Step 5 - Review (cont)

- You'll also need to:
  - Select how you would like to receive your claim payment
  - Provide relevant payment information
  - Read and attest to the Fraud Warning, and check the **I understand and accept** box
  - E-sign the form
  - Then click the **Submit your claim** button



### Confirmation

- After you submit, you'll see a confirmation screen with:
  - Your claim number
  - Next steps in the process
- You'll have the option to:
  - Download a PDF of your claim for your records
  - Start a new claim
- When you're done, click the **Home** button to return to your dashboard



## Tracking a claim - all products

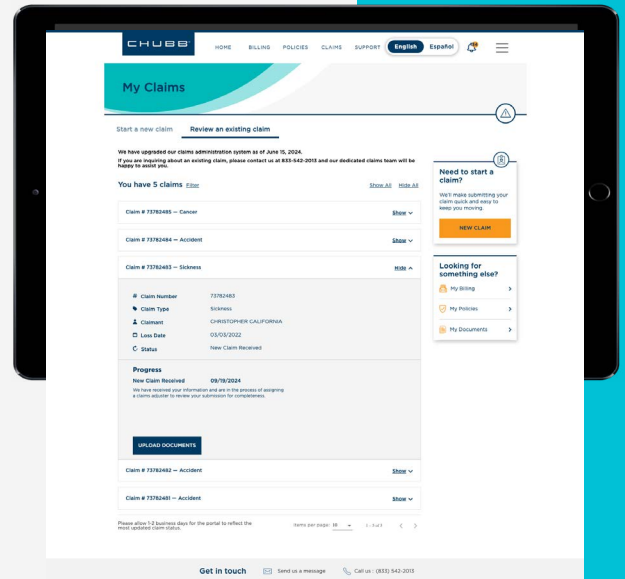
- It's easy to review your claim status
- Once logged in to the portal and on your dashboard:
  - Look for the **My claims** section
  - Click on **View claims**
  - Select **Review an existing claim**

### Claim updates

View claim status updates, provide requested documentation, and access claim decision information with next steps online.

### Available 24/7

The portal is available whenever you need it, day or night.



Visit [chubb.com/workplacebenefitsclaims](https://chubb.com/workplacebenefitsclaims) or scan to visit the Self-Service Portal. Register today for easy online account management - **it's quick and easy.**

**We're here to support you every step of the way.**

