

How to file a claim or leave of absence

Your life may just have become more complex, but we make it simple for you to file your claim and get the benefits you need. Don't worry, we've got you.



For fastest results, file online.



On the web

First time filing a claim? Go to the secure website and register for an account.

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

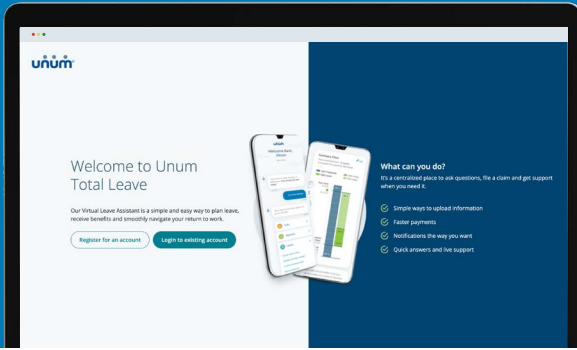
- Leave and Disability on Total Leave: <https://portal.unum.com>
- Term Life/Accidental Death & Dismemberment (AD&D): Only your employer can file and check status online

Benefits of digital filing

- ✓ Uploading your important documents
- ✓ Reviewing claim status and correspondence
- ✓ Signing and submitting forms
- ✓ Receiving payments via direct deposit

For Leave and Disability on Total Leave:

- ✓ Using Live Chat feature
- ✓ Scheduling a call back from a Unum benefit specialist



Instructions on how to file a leave of absence on Unum Total Leave



On the web

1. Go to <https://portal.unum.com> on your web browser. No app needed!
2. a. If filing a claim for the first time, click "Register for an account."
b. If you have an account, click "Login to existing account", enter your User ID and Password and click Log In.
3. If you signed up for two-step verification, a one-time passcode will be sent to your mobile phone. Enter it into the one-Time Passcode box and then click Submit.
4. Once logged in, click on the "Start a leave or claim" button.
5. From the drop-down menu, choose the type of claim or leave you need then click the "File for [type of claim or leave]" button.
6. Follow the on-screen questions related to your leave or claim.
7. Once you complete all the steps, you'll see a confirmation message and be provided with next steps.

Need to talk with someone?

Use **live chat** to connect with someone now or use the **schedule a callback** feature to talk at a time that works for you. Find these on the summary page under "get support."

You can also call us at 800-858-6843.

