

# How to file an Accident claim



**Here for You No Matter What.** We know the last thing anyone wants to think about when they're injured is insurance paperwork. That's why our customer-focused claims team will be with you every step of the way guiding you through the process and keeping you informed.

If you have any questions, please call the claims team:

**888.453.5120**



Please mail the completed claim and authorization forms (with supporting documentation) to:

**BOSTON MUTUAL  
LIFE INSURANCE COMPANY**  
PO Box 34952 • Omaha, NE 68134

or Fax to:

**888.453.5127**

**Being there for you in time of need is what families do. And it's the single most important thing we do.**

**That's why we make every effort to ensure that filing a claim with us is as easy as possible.**

**To get started, contact us in 1 of the following ways:**

- Visit our website: [www.bostonmutual.com](http://www.bostonmutual.com)
- Give us a call: 888.453.5120
- Send us a secure email: [www.bostonmutual.com/emailus](mailto:www.bostonmutual.com/emailus)

- The insured simply completes the claim and authorization forms and attaches copies of any itemized bills which show the treatment or services the insured received as a result of an accident. If the claim is due to a motor vehicle accident, a copy of the accident report is needed.
- **HEALTH SCREENING/WELLNESS TEST**  
If this rider is included with the policy, the insured needs to complete the Health Screening/Wellness Benefit claim form and attach medical documentation, such as a copy of the bill or medical report, which shows the test performed and the date of the test.
- **SICKNESS HOSPITAL CONFINEMENT**  
If this rider is included with the policy, the insured needs to complete the claim and authorization forms and attach a copy of the hospitalization bill. If the claim is incurred during the pre-existing limitation period (*typically 12 months*), medical records may be requested from the physician or hospital to determine if it is a pre-existing condition as defined in the policy.
- Benefits paid under this policy are paid directly to our insureds to use however they see fit!



FAMILY MATTERS. NO MATTER WHAT.®

**ACCIDENT**