

## Reliance Standard Voluntary Coverages Claims Filing Instructions

Policy Holders have four convenient ways to file a claim:



**Online**  
[rslclaims.com](http://rslclaims.com)



**Mobil App**  
Just tap or scan code



**Phone**  
Speak to an intake specialist  
Weekdays 9am – 9pm ET.  
Toll Free: 855-RLS-CLAIM  
(855) 775-2524



**Email or Fax**  
email your scanned claim form to  
[ClaimsIntake@rsli.com](mailto:ClaimsIntake@rsli.com)  
or fax to 267-256-4262

You will need a valid email address and some general information to get started. Depending on which type of claim you are submitting, you should be ready to provide information such as: name, address, gender, date of birth, phone number, Social Security number, employer's name and address, your injury/condition and physician or medical provider information.

In addition, you will need the following City of Ankeny Policy Numbers:

<u>Coverage Type</u>	<u>Policy Number</u>
Accident	451740 (Wellness Claims will also use "Plan B" as a Coverage level)
Critical Illness	886085
Short Term Disability	329538
Hospital Indemnity	886083

*NOTE: No individual accounts or individual policy numbers will be assigned to employees. You will not need to register or to sign into an account. However, you will be asked to enter your name and email address into DocuSign to begin the process.*

Once your claim is submitted, a Reliance representative will contact you within 48 hours to verify your information and gather any additional information needed to process your claim and discuss next steps.

### **HAVE A QUESTION OR NEED CLAIM STATUS UPDATE?**

Claims inquiries can be answered 24/7 at [customercare.rsli.com](http://customercare.rsli.com) or at 1-800-351-7500. Customer Care Representatives are available weekdays from 8AM – 7PM ET.