

Check your claim status, documentation and updates online — anytime



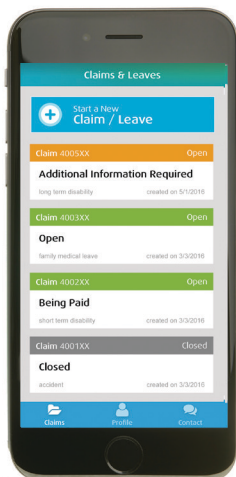
Secure & easy access:

- Short and simple process that saves time
- Convenient access, day or night
- Website security to safeguard your personal data

Committed to you

We understand that filing a claim or leave is when you may need us most. Our claims service is part of our commitment to help make the process easier for you.

➤ Managing or filing your claim/leave is just a touch away. Go mobile with the Unum Customer App.



Unum has developed a secure and easy way for you to submit and manage your claim or leave online. Our secure Web services allow you to access and make changes to your open claims, as well as view updates and available letters and documents. This is one more way we fulfill our commitment to provide you with prompt service.

Our Web services are simple to use when you need to file or monitor a claim or leave.

To get started, follow these directions.

1 Go to www.unum.com/claims

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

3 First-time users, please register an account to file a new claim or leave, review the status of an existing claim, or view documentation.

The screenshot shows the Unum website interface. At the top, there's a navigation bar with the Unum logo and links for Register and Log In. Below this is a large banner image of a lighthouse on a rocky shore. Overlaid on the banner is a login form with fields for Email and Password, a Login button, and links for Register an account and Forgot password?. Below the login form is a section titled 'Secure Website Registration' with a brief description and a list of services: File a claim/leave, Download supplemental forms, Check your claim status, and Update personal information. To the right of this section is a 'Need help registering?' section with contact information for Employees/Employers: 877-225-2712.

Monitor your progress

Our secure site helps eliminate delays and confusion. Here are a few main features:

Access and download

supplemental claim and year-end tax forms.

File your claim/leave

paper-free, 24 hours a day, 7 days a week.

Sign and submit

authorization forms.

Upload

documents from your personal computer — or from our app, using your phone's camera.

Register

for direct deposit of your claim payment, when applicable.

Review

claim status, documentation, and most recent payment information.

Verify and change

personal information, including contact information and treatment providers.

Get updates 24/7

with mobile Web access that's optimized for smartphones — or use our mobile app!



Have additional questions?

**Please call us at
1-866-679-3054**

**Monday-Friday,
8 a.m. to 8 p.m. ET.**

Your online summary page

Claims & Leaves

Start a New Claim / Leave

Claim 4005XX Open
Additional Information Required
long term disability created on 5/1/2016

Claim 4003XX Open
Open
family medical leave created on 3/3/2016

Claim 4002XX Open
Being Paid
short term disability created on 3/3/2016

Claim 4001XX Closed
Closed
accident created on 3/3/2016

Claims **Profile** **Contact**

Easily update your claim and personal information online.

For example, you can:

- Report your work absence times and dates for intermittent leave.
- Let us know when your baby arrives, if you're filing a maternity claim.
- Let us know the last day you were able to work, if you're disabled.
- Let us know the day you expect to return to work following a disability.
- Choose to stop receiving claim/leave-related mail, if you would rather view letters and documents online.
- Upload your claim/leave documents from your personal computer — or through the Unum Customer app using the camera on your phone — if you don't want to wait for the regular mail.