Myers Industries

How to file a claim or leave

When life gets complicated, we make it simple to get the benefits you need.

Don't worry, we've got you.



For fastest results, file online.

Register for an online account at unum.com

- File claims or leave and upload documents*
- Update your profile & communication preferences
- Add/update medical providers
- View claim status and payment information

Download the Unum customer app

- File and manage your claims or leave on-the-go by downloading the Unum Customer App from the applicable app store*
- Easily submit photos of required documents directly from the app

* LeaveLogic users should file at (insert web address). Whole Life, Dental and Vision claims cannot be filed online. Only your employer can electronically file, or check the status of a Term Life or Accidental Death & Dismemberment (AD&D) claim.

Experience the benefits of digital claims or leave filing and management

Filing with your online account or the Unum customer app is more flexible, efficient and transparent than other methods. You can:

- Complete one easy-to-use guided form, and we'll check it for completeness *before you submit*—helping minimize delays
- Choose direct deposit and get approved payments up to a week faster than check
- Log in to view status 24/7
- Opt in to receive updates and requests through email or text instead of snail mail
- Upload required documents any time—even using your phone's camera!
- Access your policy documents and year-end tax forms

Unable to file online?

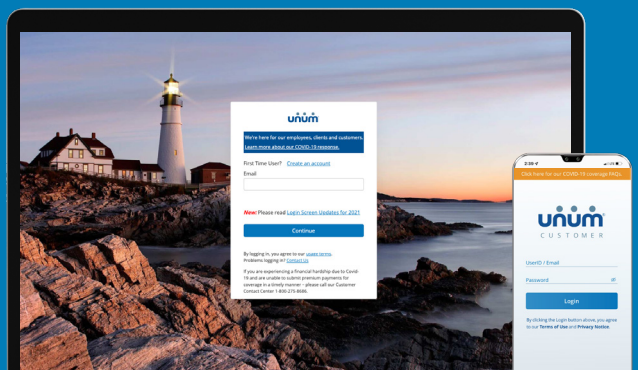
File by phone

- STD claims: 800-858-6843
- Term Life/AD&D: 800-445-0402
- Accident, Critical Illness, Hospital, Whole Life: 800-635-5597
- Dental/Vision: 888-400-9304
- Leave Logic: 866-779-1054

File by paper form

- Leave, Disability, Term Life/AD&D, Accident, Critical Illness, Hospital, or Whole Life: Get claim forms at unum.com/claims or contact your HR department
- Send your form and required documents to the fax number or mailing address on the claim form
- Dental, Vision: See instructions in the box to the right.





Instructions for filing your claim or leave

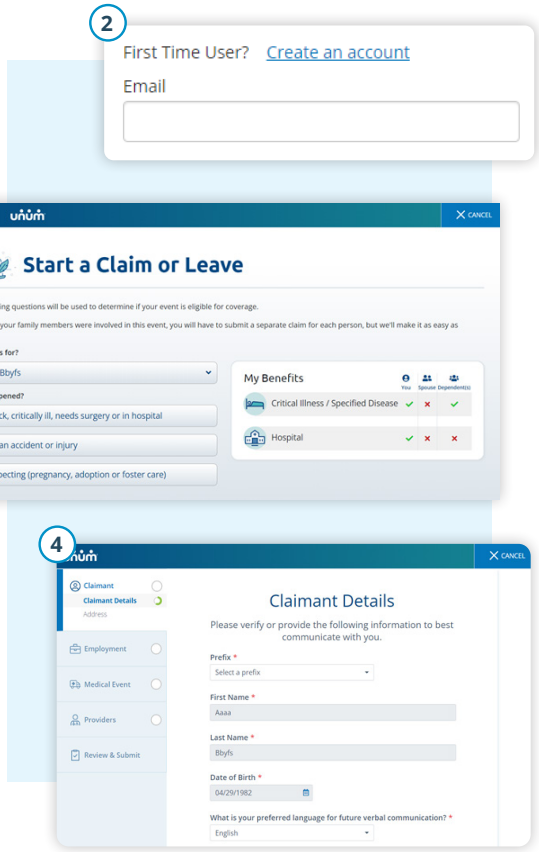
On the web

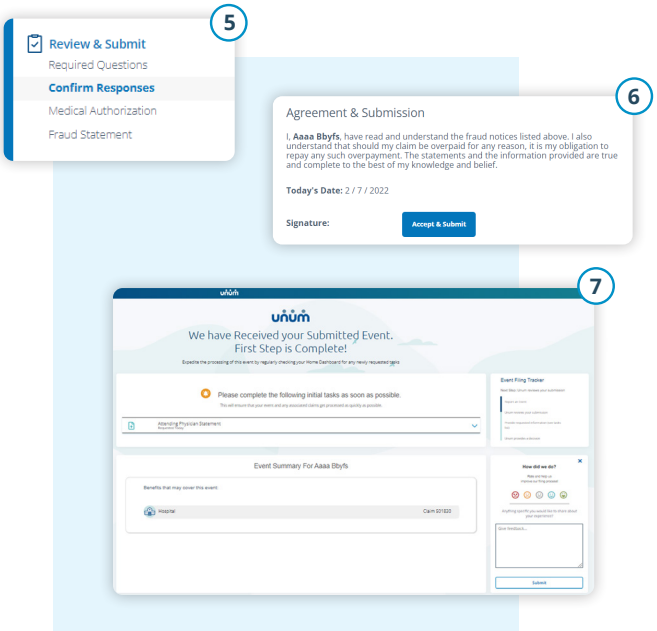
1. Go to unum.com/claims.

2. a. If filing for the first time, click “Create an account.”
b. If you already have an account, enter your email.

3. Once you’re logged in, begin with “Start a Claim or Leave” to provide initial details of what happened.

4. Add claimant information as requested, including:
a. Your employment information
b. Medical care resulting from the event, like surgery
c. Absences from work
d. Medical providers visited—physicians, hospitals, other medical professionals





5. Review your information and:
a. Confirm responses
b. Provide medical authorization
c. Review fraud statement

6. Select “Accept” and “Submit.”

7. View confirmation screen, see any next tasks and track progress.

On the app

1. Download the Unum Customer app from either Apple® or Google Play™.

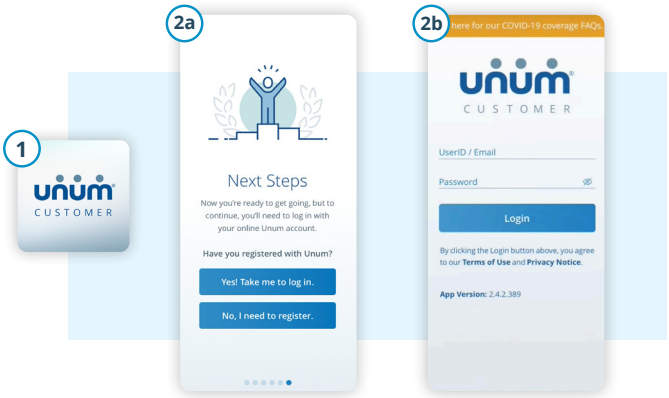
2. a. If filing for the first time, scroll through the introduction screens until you reach “Next Steps” and select “No, I need to register.”

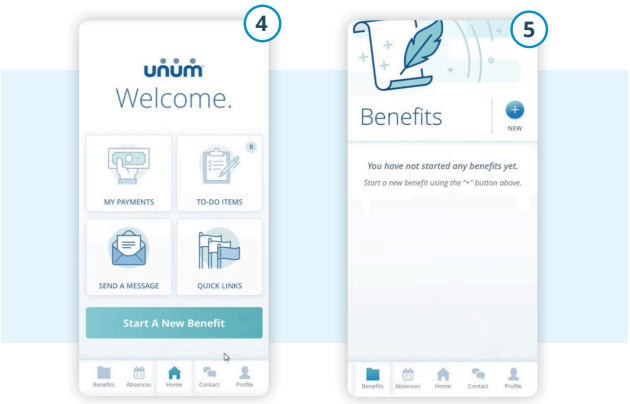
b. If you already have an account, you can log in.

3. Read the Terms of Use and select “I understand and accept.”

4. On the Welcome screen, select “Start a New Benefit.”

5. On the Benefits screen, click on the “+” button





6. File a new claim, leave or report a death in the family (for life insurance).

7. Provide information about what happened so Unum can identify which coverage applies to your situation.

8. Add information about the following:

a. The claimant (you or a family member)

b. Your employment

c. Medical events resulting from the event, like surgery

d. Absences from work

e. Medical providers visited — physicians, hospitals, other medical professionals

9. Review your information and:

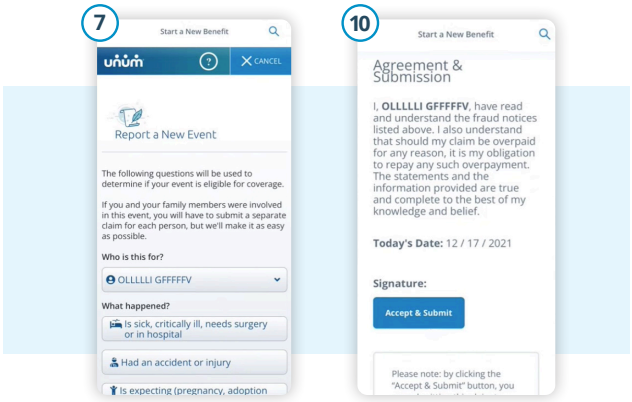
a. Confirm responses

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10. Select “Accept” and “Submit.”

11. View confirmation screen, see any next tasks and track progress.



Better benefits at work.™

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