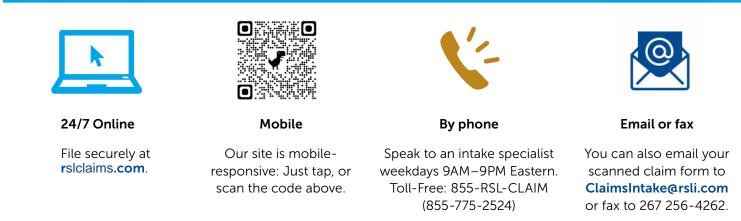


Four Convenient Ways to File a Claim

We make it easy.

Reliance Matrix makes it easy to start any benefit claim. Knowing what to do, and what to expect, will help you get prompt, appropriate service and improve your overall experience.



You will need a valid email address and some general information to get started. You will not need your policy number to submit a claim. 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.

After we receive your submission, we will contact you to verify your information and gather any additional information needed to process your claim and discuss next steps.

HAVE A QUESTION? Many claims inquiries can be answered 24/7 on our website, **reliancematrix.com** (just click Customer Care) or through our telephonic Customer Care system: 1-800-351-7500. Customer Care Representatives are available weekdays from 8 AM – 7 PM eastern time.

For more information, visit reliancematrix.com.

Reliance Matrix is a branding name. Reliance Standard Life Insurance Company (Home Office Schaumburg, IL) is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. First Reliance Standard Life Insurance Company (Home Office New York, NY) is licensed in New York and Delaware. Standard Security Life Insurance Company of New York (Home Office New York, NY) is licensed in all states. Absence services are provided by Matrix Absence Management, Inc. Product features and availability may vary by state.