

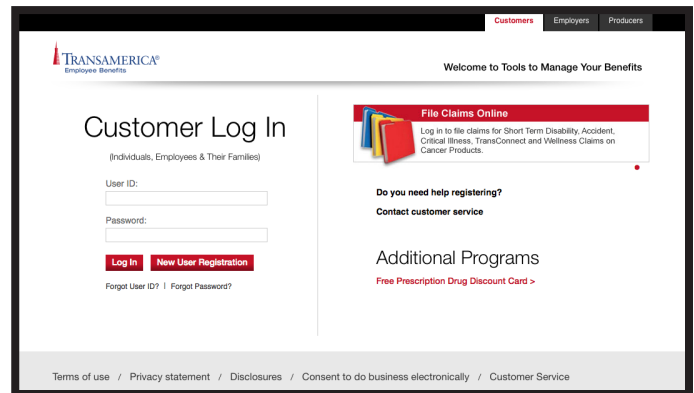
Filing claims online is quick and easy!



Filing a claim shouldn't be complicated.

That's why we've made our online process as simple as possible. With our fast, hassle-free system you can file claims for:

- Supplemental Medical Expense (TransConnect®)
- Short-Term Disability
- Critical Illness
- Accident
- Wellness benefit included in a critical illness, accident or cancer policy



Easy steps for filing claims online:

1. Log in to **www.TEBCS.com** *Not registered? Click "New User Registration" and use your contract (certificate or policy) number and personal information to register.*
2. Click on the policy for which you are filing a claim.
3. Once inside the policy's contract details, click on claims and again on the specific type of claim you want to file.
4. Complete all requested information. If your claim requires a specific form, it will be provided here.

Print a copy of your claim submission for your records, and allow 7-10 days for processing. We'll contact you if we need further information.

If you have additional questions or concerns regarding your coverage, please contact our customer service professionals at **TEBcustresp@transamerica.com**. You can also call (888) 763-7474 between the hours of 7 a.m. to 6 p.m. CST, Monday - Thursday, or 7 a.m. to 5 p.m. CST on Friday.

Online transactions are only available from 7 a.m. to 9 p.m. CST.

Do you have what it takes to file a claim?

Having all your documents together helps to ensure an easy claims process. Look below to see the documentation needed for each type of claim.

Wellness

- Insured's name & social security number
- Date wellness service was provided
- Care provider's contact information
- List of services provided

Critical Illness

- Completed claim form
- Positive pathology report (when filing claim for cancer) from doctor for initial claim
- Discharge summary from hospital

Supplemental Medical Expense (TransConnectSM)

If benefits are to be paid to provider, provider should file the claim to receive benefits.

If benefits are to be paid to you, we will need:

- Completed claim form or itemized statements from care providers showing diagnosis and procedure codes
- Primary health care plan provider's Explanation of Benefits that includes the deductible, co-pay, and/or co-insurance amount(s)

Accident

- Completed claim form
- Proof of accident treatment (such as hospital discharge summary or statement)
- Police report if applicable
- Proof of follow-up treatment with diagnosis

Disability

- Completed claim form
- Police report if applicable
- Discharge summary from hospital if ER involved
- Initial injury report if an on-the-job accident

Cancer*

- Completed claim form
- Positive pathology report from doctor for initial claim
- Itemized statements from care providers showing procedure codes, descriptions, treatment, and charges
- Blood, chemotherapy, and radiation treatment statements
- Explanation of Benefits from your major medical insurance company or summary notices from Medicare or Medicaid

Life*

Death Claims:

- Completed claim form
- Certified death certificate

Accelerated Death Benefits for Critical Care Claims:

- Completed claim form
- Pathology report when involving cancer

Terminal Illness Claims:

- Completed claim form

Long Term Care Claims:

- Completed claim form
- Billing statements from nursing home, home health, or assisted living provider

Waiver of Premium (for disability or layoff) Claims:

- Completed claim form

* *Cancer and life insurance claims cannot be filed online.*