

Submitting a claim to Reliance Matrix¹

Our partner, Reliance Matrix, manages the claims process for DeltaLife products. Timely claim reporting is required for approval of benefits—and it's simple, easy and convenient to file a claim by phone. The whole process should take less than 10 minutes!

STEP 1 — MAKE SURE YOU HAVE THE FOLLOWING INFORMATION HANDY:

- **Personal Information:** Name, address, telephone number, and the last four digits of your Social Security Number
- **Job Information:** Job title, job description, workplace location and address, work schedule, supervisor's name and telephone number, date of hire and last day of work (if a disability claim)
- **Illness/Injury Information:** Nature of the illness, how, when, and, if applicable, where the injury occurred
- **Provider Information:** Name, address, telephone number, and fax number for each treating healthcare provider

STEP 2 — CALL THE DELTALIFE CUSTOMER SERVICE TEAM AT 888.651.8177

STEP 3 — A FRIENDLY CUSTOMER SERVICE REPRESENTATIVE WILL:

- Confirm your plan/benefit coverage
- Verify the reasons for your claim
- Request any additional information needed to make a decision
- Discuss the next steps in the process

Reliance Matrix will contact you by phone and/or in writing with a claim decision once they receive all required information. Every claim is reviewed based on all information provided and according to the plan provisions as outlined in the policy.

¹ Reliance Matrix is a branding name for the underwriting companies Reliance Standard Life Insurance Company, First Reliance Standard Life Insurance Company and for the third-party administrator (TPA) Matrix Absence Management, Inc.

This information is not an insurance policy and does not describe the entire plan. For specific plan information, ask your HR or benefits manager for a copy of the detailed description of the plan's provisions, limitations and exclusions in the Certificate of Insurance, which is issued to you after your application is processed.

Delta Dental, DeltaLife and DeltaWellness are trademarks of Delta Dental Plans Association. DeltaLife and DeltaWellness appear under license from DeltaWellness Inc. DeltaLife products are distributed by Delta Dental of Arizona and are issued and underwritten by Reliance Standard Life Insurance Company in all states (except New York), the District of Columbia, Puerto Rico, U.S. Virgin Islands and Guam. In New York, any such products are underwritten and insured by First Reliance Standard Life Insurance Company. Product features and availability vary by state.