

How to report a leave or submit an insurance claim

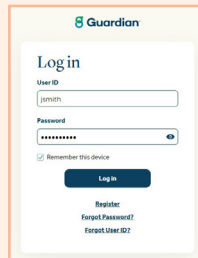
Follow these simple instructions to submit your claim



Online

Accessing your account

Log into guardiananytime.com to submit your claim.



The screenshot shows the Guardian login page. It has a 'Log in' heading, a 'User ID' field with the text 'jsmith', a 'Password' field with masked characters, and a 'Remember this device' checkbox. Below the fields is a 'Log in' button. At the bottom, there are links for 'Register', 'Forgot Password?', and 'Forgot User ID?'.

Registering for a Guardian account

If you don't have an account, registration is easy:

1. Select "Register" on the "Log in" screen and choose "Guardian Anytime".
2. Select "an employee" and complete the self-registration process.
3. **Important:** select all group ID numbers listed for your company.
4. Create a user ID and password, then click "Submit registration" to finish.

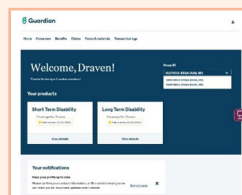


The screenshot shows the Guardian registration page. It has a 'Register with Guardian' heading and a sub-heading 'We're happy to see you join us! Which service are you interested in?'. There are two main options: 'Guardian Anytime' (labeled 'Benefits through my employer or employer offering benefits to their employees') and 'Accounts and policies' (labeled 'An account or policy purchased through a financial professional'). There is a 'Back to login' link at the bottom.

Submitting a claim

Once logged in, you will be brought to your personal dashboard.

1. For absence and disability claims, select from the drop-down menu the Group ID that starts with "01".
2. For other coverages, such as dental, vision, hospital indemnity or accident insurance, select the ID number that starts with "00".
3. Select "Claims" from the top of the homepage, and choose "Start a new claim".



The screenshot shows the Guardian personal dashboard. It has a 'Welcome, Draven!' greeting. There are sections for 'Your benefits' and 'Your coverage'. The 'Your coverage' section has a dropdown menu for 'Group ID' with options '01' and '00'. There is a 'Claims' button in the top right corner.

Claim status

After submitting your claim, you can log into your account to track the status from your homepage, or selecting "Claims" at the top of the screen.



Phone

You can also call our Claims Service Center to start the claims submission process at **800-268-2525**, Monday–Friday, 8:00 am–8:00 pm ET.

Communicating electronically typically reduces the processing time for your claim. However, if you prefer to use paper claim forms, please call us at 800-268-2525 and we'll provide them to you.

Information you may need depending on the type of claim you make



Personal

- ✓ Name and address
- ✓ Phone number
- ✓ Email address
- ✓ Birthday
- ✓ Social Security number
- ✓ Bank routing and account number for direct deposit (if applicable)



Medical (if applicable)

- ✓ Physician's name
- ✓ Physician's phone number

If you are unable to find what you need, call a Guardian Service Representative at 800-268-2525 between Monday and Friday, 8 am to 8 pm ET.