

## How to file a life insurance claim ●●●

At Boston Mutual, we are committed to delivering on our promises in a time of need. That's why we make every effort to ensure that filing a claim with us is as easy as possible.

To get started, contact us in one of the following ways:

- Visit our website: [www.bostonmutual.com](http://www.bostonmutual.com)
- Contact our Claims Team: 877.212.2950
- Send us a secure email: [www.bostonmutual.com/emailus](mailto:www.bostonmutual.com/emailus)



## Supporting information you'll need to file a claim ●●●

- ✓ The claim form should be fully completed by the named beneficiary or their authorized representative. If there is more than one beneficiary, please use the Additional Beneficiary page included in the claim kit.
- ✓ Along with the completed form, please submit a clear copy of the death certificate for the insured.
- ✓ If a claim is being made under the Accidental Death benefit, please also complete the Accidental Death claim page. Please attach any police and accident reports.
- ✓ If coverage was paid for in part or in full by the Employer, or if this is group coverage and the Employer maintains the enrollment and beneficiary forms, an authorized representative of the Employer must complete the Employer's statement. All original enrollment forms and beneficiary changes must be submitted along with the claim.
- ✓ The Life Insurance Payment Options page needs to be completed by the beneficiary to let us know how he or she wants to be paid (e.g. lump sum, monthly income for a fixed amount or number of years).
- ✓ We are happy to honor assignment of benefits to a funeral home. We will need a copy of the assignment form and the funeral bill.
- ✓ If the coverage has been in force for less than two years, the beneficiary should complete the HIPAA authorization form which will allow us to obtain any medical records which may be needed to evaluate the claim.

- subject to applicable state laws and regulations

## Providing peace of mind ●●●

Our claims team will be with you every step of the way guiding you through the process and keeping you informed.

Please mail the completed claim and authorization forms (with supporting documentation) to:

**BOSTON MUTUAL LIFE INSURANCE COMPANY - 120 Royall Street · Canton, MA 02021  
or Fax to: 781.770.0492**



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120 Royall Street, Canton, MA 02021 | 800.669.2668 | [www.bostonmutual.com](http://www.bostonmutual.com)



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