

## Getting started

The easiest way to manage your business with us is through [ColonialLife.com](http://ColonialLife.com). To sign up for the website, click Register at the top right of the home page and follow the instructions.

## Contact us

### Online

[ColonialLife.com](http://ColonialLife.com)

Log in and click on

[Contact Us](#)

### Telephone

1-800-325-4368

### Hearing-impaired customers

803-798-4040

If you do not have a TDD, call Voiance Telephone Interpretation Services.

844-495-6105



[ColonialLife.com](http://ColonialLife.com)

## Consider your options

At Colonial Life, our goal is to give you an excellent customer experience that is simple, modern and personal. For your convenience, you can choose how you interact with us. For the quickest service, we recommend using our website, which lets you do the following:

- Review, print or download a copy of your policy/certificate by clicking on the **My Correspondence tab**.
- Update contact information or add family member profile information for use when filing online claims.
- Access service forms to make changes to your policy, such as a beneficiary change.
- Submit your claim using our eClaims system.
- Check the status of your claim and view claims correspondence.
- Access claim forms.

## eClaims are quick and easy

With the eClaims feature on [ColonialLife.com](http://ColonialLife.com), you can file most claims online by simply answering a few questions and uploading your supporting documentation. You're able to spend less time on paperwork, and we're able to process your claim faster.

- From Colonial Life.com, file claims from any device. It's fast, easy and available 24/7.
- Select direct deposit to receive your benefit payment faster.
- Easily submit additional documents.

## Paper claims

- If you don't want to file online, download the form you need by visiting the Claims Center page on [ColonialLife.com](http://ColonialLife.com) and clicking on [claim and service forms](#).
- You may fax your claim to 1-800-880-9325.
- Follow the instructions, tips and videos to complete and submit your claim.

## How to File a Health Screening Benefit/Wellness Claim:

What you will need before making the phone call or going online to Coloniallife.com

1. Date the test was performed
2. Type of test performed
3. Phone # where test was performed

For test performed in last 36 months – Call or go online

Call **Colonial Life** at **1-800-325-4368**

Follow the Prompts to file a “claim over the Phone” then “wellness claim”.  
Enter your Social Security number and Colonial Life will verify your mailing address.  
Listen to the prompts and put in your information when prompted.

1. Date
2. Type of test
3. Phone number where test was performed

Your check should be in your mailbox within 1-2 weeks.

**-OR-**

Go online to Coloniallife.com

Set yourself up with a user name and password and make your “Wellness Claim”.

You can also have your check deposited into your bank account when making your “Wellness claim” online.

For test performed over 36 months –

You will need to obtain an itemized statement from your Doctor that shows the procedure code for the type of test performed and the date of service.

FAX the statement to 1-800-880-9325.

Make sure your Name, Social Security number and address is written on statement or a cover sheet and write “WELLNESS BENEFIT” on the statement to the claim can be processed quickly.

If you are enrolling a NEW Colonial Life product for the first time or adding a new product, there is a 30 day waiting period to make your first “Wellness Claim” on new products with a Health Screening Benefit.

Go after \_\_\_\_\_ for a Health Screening.