

# Your questions answered.

## NYL GBS Disability insurance claims.

at [nyl.com/customer-forms](http://nyl.com/customer-forms) – Complete the form and submit online.

at (888) 842-4462 or (866) 562-8421 (Español), 7:00 am–7:00 pm CST and a representative will walk you through the process.

– Visit [nyl.com/customer-forms](http://nyl.com/customer-forms) – Complete the form, sign and mail (or fax) it to Group Benefit Solutions.

*TIP: For a fast, direct way to stay informed, opt-in for disability claim text notifications, either when submitting your claim online or by telling your Group Benefit Solutions claim manager.*

Please make sure you have the following information handy:

- Your Social Security number, birth date, home address, phone number and email address
- Dates and contact information for any health care providers or hospital/clinic visits
- Any workers' compensation claims you filed or plan to file for this condition

Group Benefit Solutions needs your permission to contact your health care provider and employer for any claim-related information. To give your permission, simply answer “yes” online or during your claim call. Please note: Group Benefit Solutions doesn't share your medical information with your employer and you can cancel this permission at any time by calling Group Benefit Solutions.

Depending on the nature of your claim, your claim manager may call you within 24–72 hours of your claim submission for any additional needed information and to explain what will happen next.

*NOTE: Check with your health care provider to see if there are any other forms you'll need to sign.*

You can receive status updates for your claim online, by text or phone.

- Online – Log in or register on [myNYLGBS.com](http://myNYLGBS.com) to manage all your Group Benefit Solutions claims.
- Text – If you signed up for text notifications (when you submitted your claim), you'll automatically be kept up-to-date by text.
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