

# How to submit a life insurance claim

No one is ever prepared for the loss of a loved one. We realize this is a stressful time for you and your family. We're here to help walk you through the claim process, and answer any questions you may have along the way.

## STEP 1: COMPLETE AND SUBMIT CLAIM FORM

Complete a claim form. Forms can be accessed via the websites listed to the right. Sign, date and select a payment option. **Upload, fax or mail in your completed claim form along with the deceased insured's death certificate and any other claim documents you may have.**

## STEP 2: CLAIM ASSIGNED

*Within 1–2 weeks\**

Your claim will then be assigned to a claims associate who will begin the review process. They may send an acknowledgment letter or request additional information for review.

## STEP 3: ADDITIONAL INFORMATION

We will continue to reach out to you as the claimant, and/or contact a named funeral home, or a beneficiary.

*Requested document examples: divorce decree with property settlement agreement, estate paperwork, trust paperwork*

## STEP 4: CLAIM DETERMINATION

*Within 1–2 weeks\**

Once all requested information is received, your claims associate will review the documents and make a decision on your claim. If you're eligible for benefits, any proceeds due will be sent via payment in the mail for Washington National or Colonial Penn customers. If the policy is with Bankers Life, you may be contacted by a Bankers Life agent for delivery of your payment.

\*Time frames provided are estimates only, are dependent upon obtaining necessary claim documentation in a timely manner, and may vary based on State regulations.



### Contact information



**BANKERSLIFE®**

**Bankers Life and Casualty Company  
Life Claims Department**

P.O. Box 1937  
Carmel, IN 46082-1937  
Phone: (800) 621-3724  
Fax: (312) 396-6629  
My.BankersLife.com



**Washington National Insurance Company  
Life Claims Department**

P.O. Box 1917  
Carmel, IN 46082-1917  
Phone: (800) 525-7662  
Fax: (317) 817-4431  
My.WashingtonNational.com



**Colonial Penn Life Insurance Company  
Life Claims Department**

P.O. Box 1918  
Carmel, IN 46082-1918  
Phone: (800) 523-9100  
Fax: (215) 928-6052  
www.MyColonialPenn.com

Insurance and annuities are issued by Bankers Life and Casualty Company, Washington National Insurance Company and Colonial Penn Life Insurance Company, each in all states except NY, and Bankers Conesco Life Insurance Company, in NY only. Each is solely responsible for its own financial condition and contractual obligations, including but not limited to, any obligations under any contract of insurance or annuity.

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