

Registration and Claim Filing Instructions

Visit Transamerica.com to register online and file a claim for benefits related to Accident, Critical Illness, and Hospital Indemnity Insurance. See below for claim filing options:

Online

New Users

1. Click on the **Create Account** option in the upper right corner of the screen
2. Click on **Individual**
3. Click on **Employee Benefits**
4. Click on **Create Account**- You will need to enter your first name, last name, date of birth, SSN, email address, and address

Existing Users

1. Click on the **Log In** option in the upper right corner of the screen
2. Click on **Individual**
3. Click on **Employee Benefits**
4. Click on **Log In**
5. Enter your username and password

To file a claim online, click on the **FILE A CLAIM** option on the homepage. You will be guided through the claims filing process. You can also download a PDF claim form, view your claim status, and review the details of your policy on the Transamerica website.

Email

1. Email claim documents to:
tebclaimsscanning@transamerica.com
2. Include the insured's name and policy/certificate number
3. You will receive an email acknowledgment of receipt

Phone

1. Contact the Transamerica Claims Customer Service Department at 888-763-7474
2. Be ready to provide all claim information

Fax

- Fax claim documents to 866-586-6528
- Include the insured's name and policy/certificate number
- All documents should be clear and readable

Mail

- Mail completed claim documents to:
Transamerica – Claims, PO BOX 219 Cedar Rapids, IA 52406-0219
- Include the insured's name and policy/certificate number

Details you will need when filing a claim:

Critical Illness

- Completed claim form
- Positive pathology report from doctor for initial claim (when filing claim for cancer)
- Discharge summary (if hospitalized)

Accident Insurance

- Completed claim form
- Proof of accident treatment with diagnosis (such as hospital discharge summary or statement)
- Police report (if applicable)
- Proof of follow-up treatment with diagnosis

Hospital Indemnity Insurance

- Completed claim form
- Itemized statements
- Police report (if applicable)

For assistance and to obtain your policy's certificate number, contact the Transamerica Claims Customer Service Department at 888-763-7474.