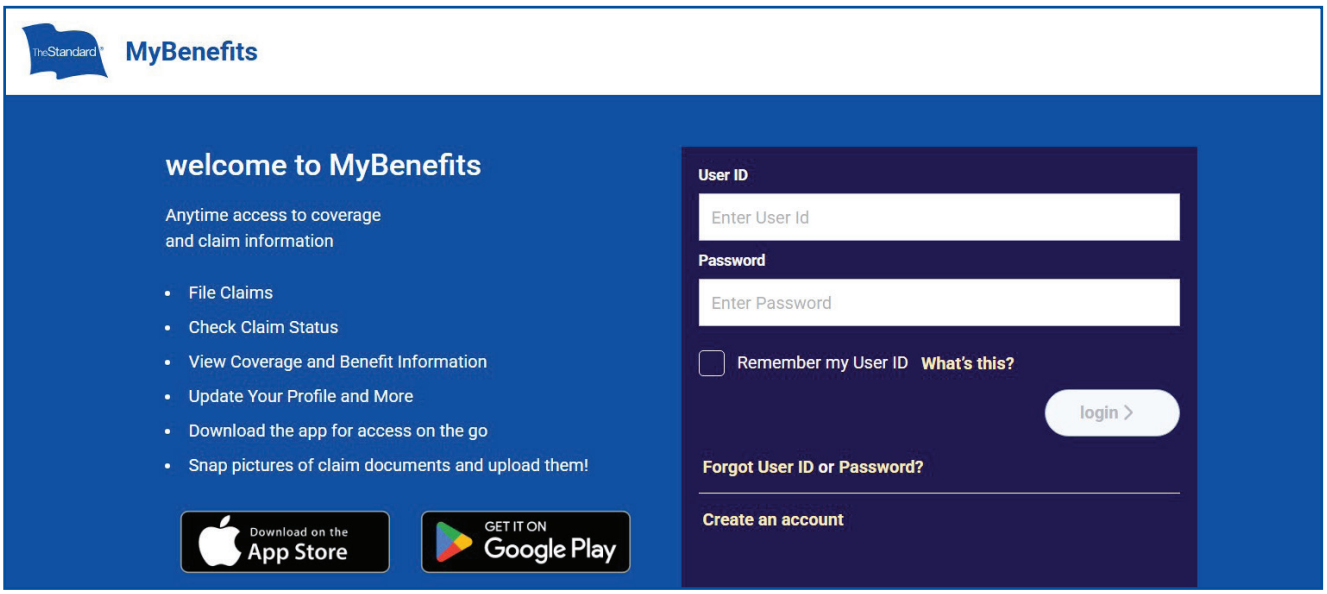
Underwritten by: American Heritage Life Insurance Company

Job Aid

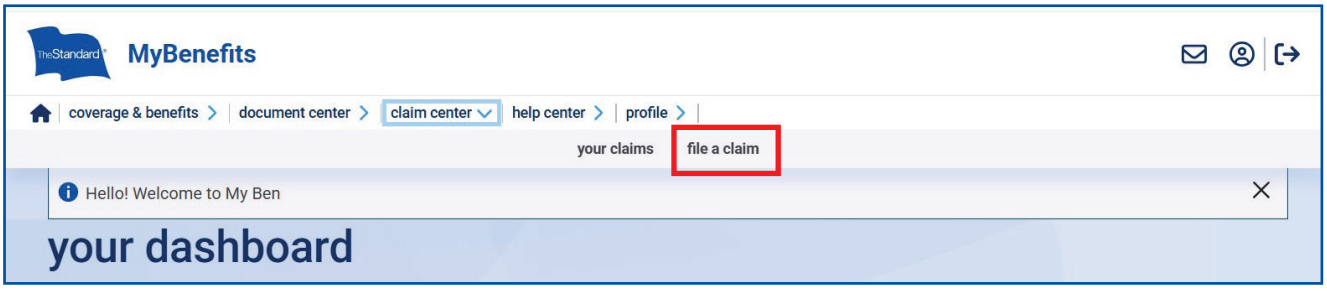
How to File a Claim
MyBenefits

Follow the steps below to file a claim on the MyBenefits website:

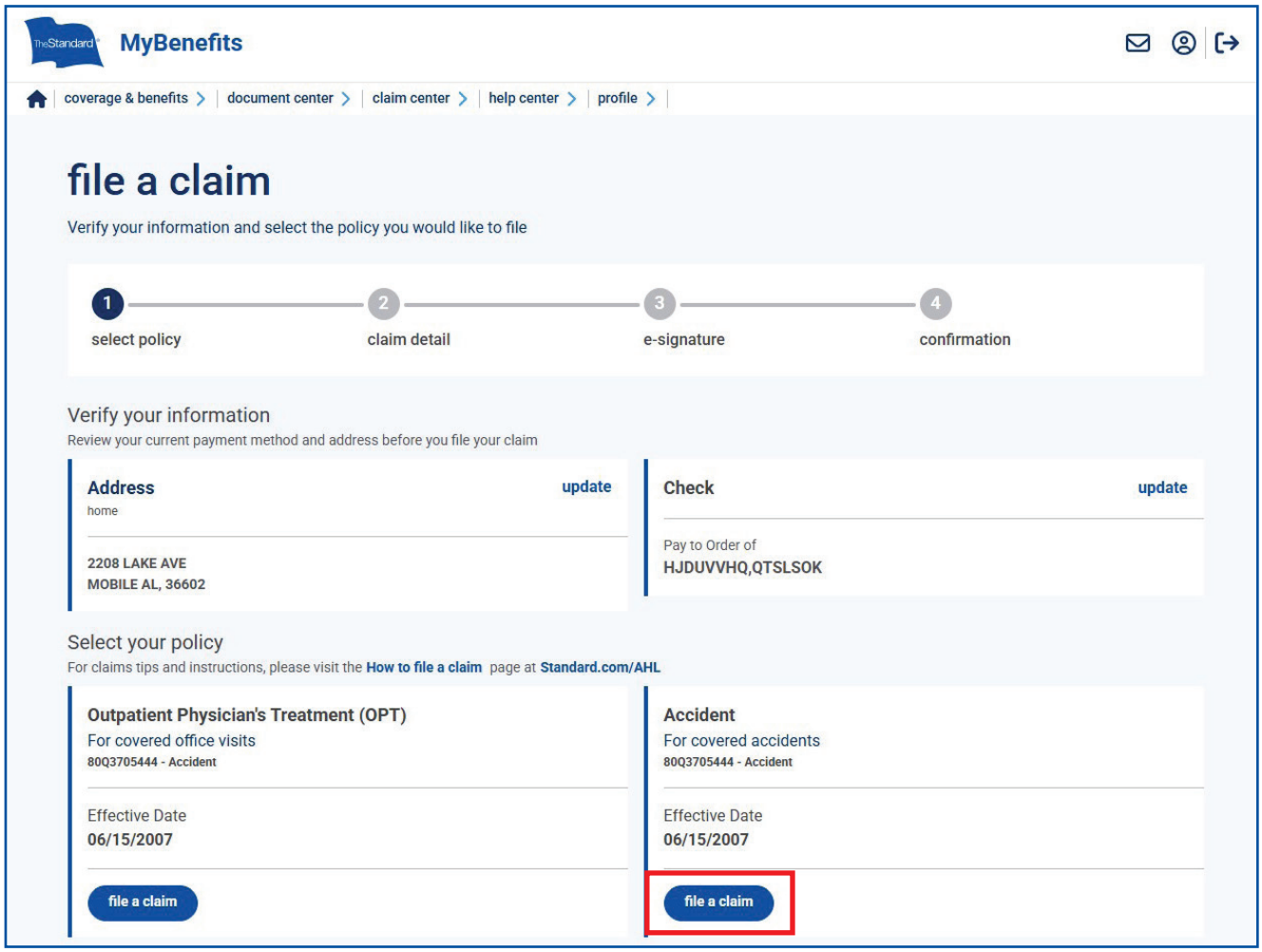
1. Log into the **MyBenefits** website at **standard.com/ahl/mybenefits**.



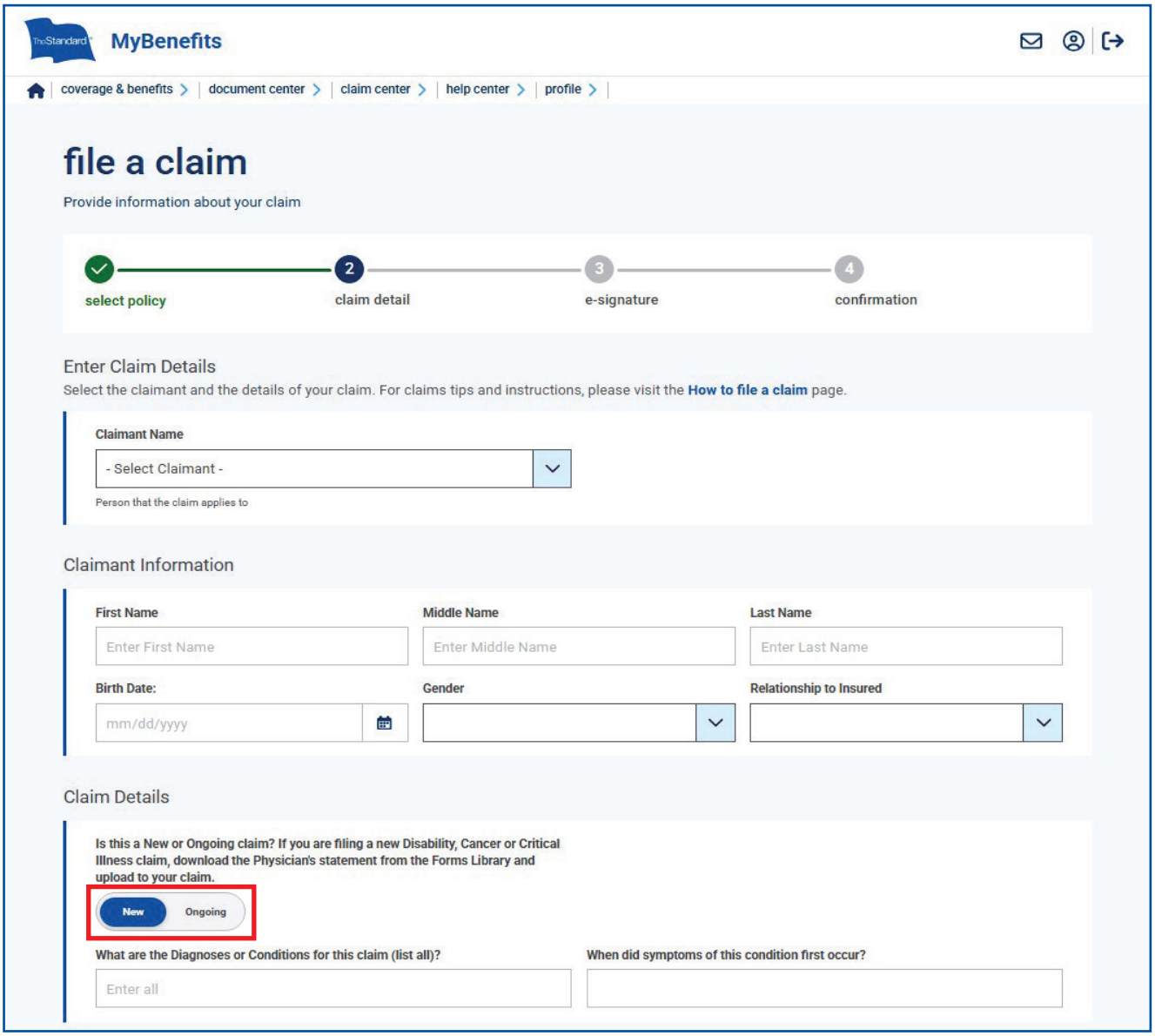
2. From the Claim Center, click **File a Claim**.



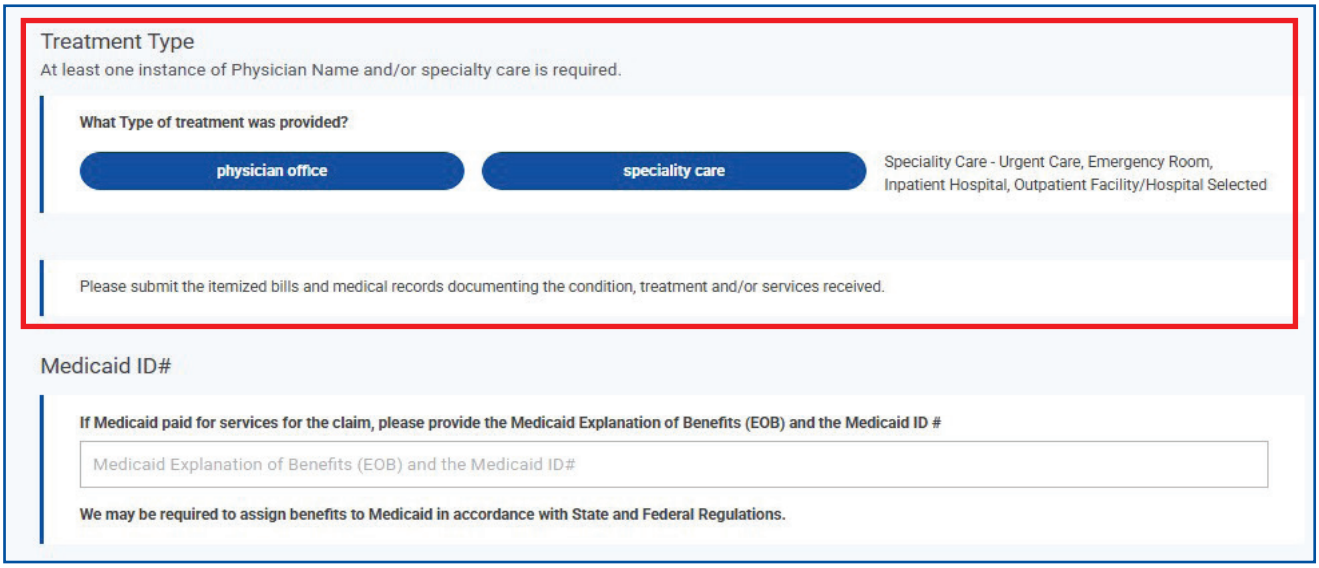
3. Verify or update your address and your claim payment method, then click the **file a claim** button under the appropriate policy.



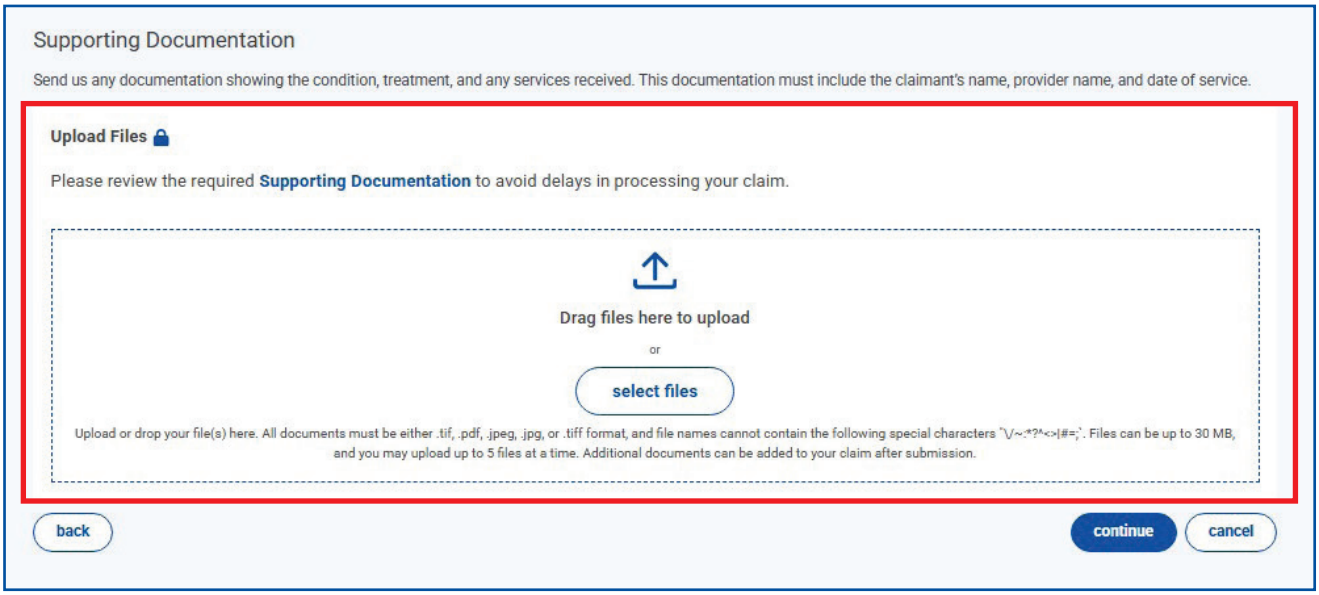
4. Enter your Claim Details, including whether this is a new or ongoing claim.



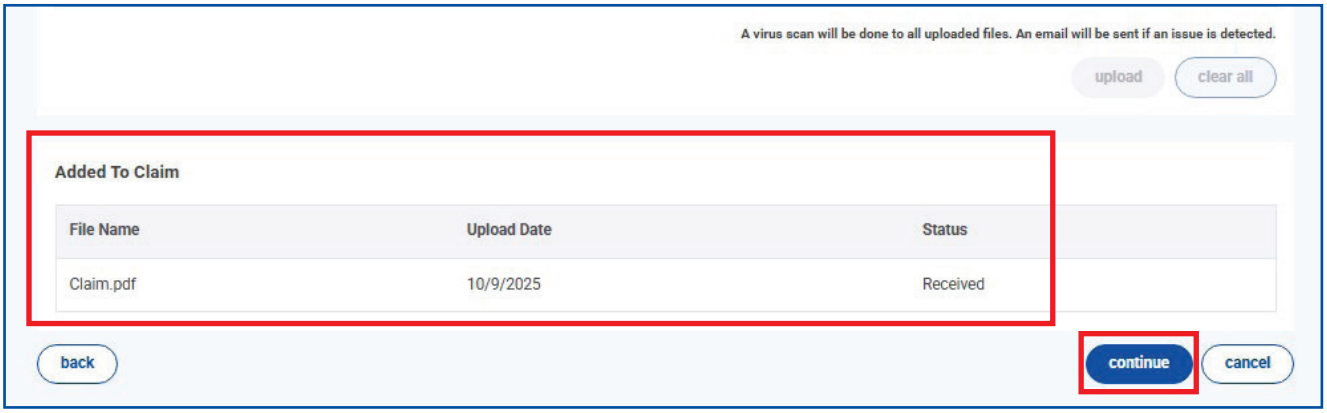
5. Scroll down and enter at least one Treatment Type.
   NOTE: *You can enter more than one Treatment Type for the claim.*



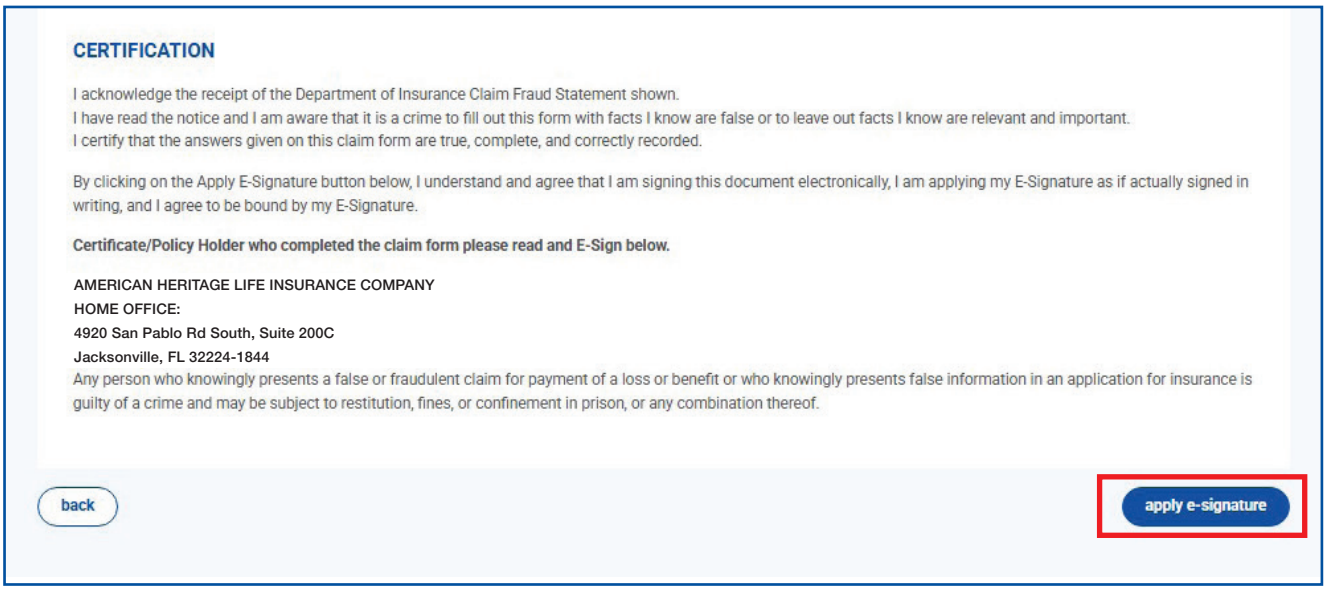
6. Scroll down to the Supporting Documentation section and drag your supporting documents into the **Secure File Upload** box, or click in the box to browse your computer for your documents.
   NOTE: *Supporting documents should show the condition/diagnosis, treatment, and any services received as well as the claimant's name, provider name and dates of service.*



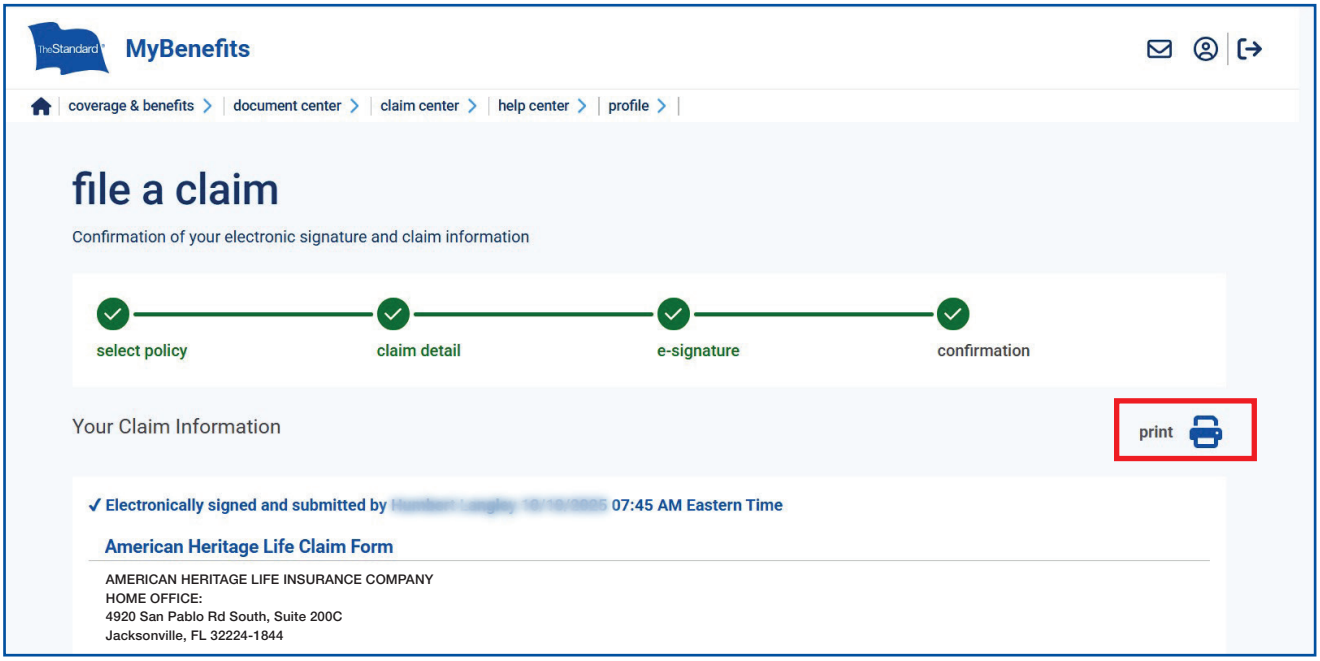
7. Click the **upload** button and your supporting documentation will show in the Uploaded Files box. Click **continue**.



8. Review your Claim Information on the next page, then scroll to the bottom and click **apply e-signature**.



9. A confirmation page shows that your claim has been signed and submitted. You can print this page using the **print** button on the right.



10. You can check the Claim Center to see the status of your claim or upload additional claim information.

    NOTE: *Some claims that are submitted after 9 p.m. ET may not appear in the Claim Center until the following business day.*