

How to file your claim



Draw on our flexibility

Reliance Standard makes it easy to start your disability benefit claim. Knowing what to do - and what to expect - will help you get prompt, appropriate service and improve your overall experience.

File a claim anywhere, any time



Filing a Disability claim?
Call toll-free 1-855-775-2524

What to do

You can submit most claims securely online. You will need a valid email address and some general information to get started. You need your policy number (ASW517214) to submit a claim. You will not need to create an account login and password. Depending on which type of claim you are submitting, you should be ready to provide information such as:

- Your Name / Address / Gender / Date of Birth / Phone / SS # Your
- Employer Name / Address
- Injury/Condition
- Physician or medical provider information
- Whether or not to withhold taxes from your benefit payments

What to expect

After we receive your claim submission, a Reliance Standard Claims Examiner will contact you to:

- Verify and gather any additional information needed to make a decision
- Discuss your plan/benefit coverages and next steps

When we receive all your required information, your Examiner will make a decision which will be communicated in writing.

Questions? We are here to help!

Many claims inquiries can be answered through our telephonic Customer Care system:

1-800-351-7500.

Customer Care Representatives are available weekdays from 5:00 AM – 4:00 PM Pacific Time.