

How to file a Life Insurance claim



Here for You No Matter What. We understand how difficult it can be when dealing with the loss of a loved one. That's why our customer-focused claims team will be with you every step of the way guiding you through the process and keeping you informed.

If you have any questions, please call the claims team:



877.212.2950

Please mail the completed claim and authorization forms (with supporting documentation) to:

**BOSTON MUTUAL
LIFE INSURANCE COMPANY**
120 Royall St. • Canton, MA 02021

Being there for you in time of need is what families do. And it's the single most important thing we do.

That's why we make every effort to ensure that filing a claim with us is as easy as possible.

To get started, contact us in 1 of the following ways:

- Visit our website: www.bostonmutual.com
- Give us a call: 877.212.2950
- Send us a secure email: www.bostonmutual.com/emailus

Other Information you'll need to help file a claim:

- The claim form should be fully completed by the named beneficiary or their authorized representative. If there is more than one beneficiary, please use the Additional Beneficiary page included in the claim kit.
- Along with the completed form, please submit an **original, certified death certificate** for the insured. We'll be happy to return the original once the claim has been processed.
- If a claim is being made under the Accidental Death benefit, please also complete the Accidental Death claim page. Attached any police and accident reports.
- If coverage was paid for in part or in full by the Employer, or if this is group coverage and the Employer maintains the enrollment and beneficiary forms, an authorized representative of the Employee must complete the Employer's statement. All original enrollment forms and beneficiary changes must be submitted along with the claim.
- The Life Insurance Payment Options page needs to be completed by the beneficiary to let us know how he or she wants to be paid (e.g. lump sum, monthly income for a fixed amount or number of years).
- We are happy to honor assignment of benefits to a funeral home. We will need a copy of the assignment form and the funeral bill.
- If the coverage has been in force for less than 2 years, the beneficiary should complete the HIPAA authorization form which will allow us to obtain any medical records which may be needed to evaluate the claim.



FAMILY MATTERS. NO MATTER WHAT.®

LIFE INSURANCE