

Disability claims management for employees on the go



With the Unum Customer App, you'll be able to easily access important claim and leave information:



› View claim and leave status



› Contact your claims representative — and more

For Apple, Android and Windows devices

As the leading provider of Group and Individual Disability Insurance¹, Unum is always looking for ways to improve the claims experience for your employees. With the Unum Customer App, they can access claim information anytime, anywhere from their mobile phone.

This app provides an instant, real-time view of current claim status

Unum's mobile application helps employees easily access and monitor family medical leave and disability claim details from their mobile devices. Employees can:

- Check the status of their disability claim or Family & Medical Leave Act (FMLA) absences
- View communications with Unum
- Review recent payment information

It also provides convenient features to help employees manage their claims

Because this app is designed for mobile devices, employees benefit from convenient features that can help simplify the overall claims process. The app allows employees to:



Take a picture, with their phone, of documents needed to process their claim, such as medical records or requested forms, and upload them directly to their file



Add or update bank information to keep their claim payment direct deposit information current



Submit intermittent hours for their family medical leave



Send a message to their specialist



Access Unum's Contact Center

Did you know?



9 out of 10 Unum claimants are satisfied with our overall claims handling.²

The app shares many capabilities with our claims website — meaning employees get prompt service, even when they're on the go. And all of their personal data is secure, for extra peace of mind.

When employees need to file a disability claim, Unum claims specialists are there from the beginning to help guide them through the process. This app provides another easy way for employees to track and manage ongoing claims information – at their convenience. Tell your employees about the Unum Customer App, now available at Apple, Android and Windows app stores.

MORE

For more information about the Unum Customer App, contact your Unum representative.

¹ Gen Re, U.S. Group Disability Market Survey 2013 (2014), and LIMRA, Individual Disability Income Sales and In-Force Survey Annual Review 2013 (2014), based on multilife.

² Market Decisions, "2014 Unum STD, FMLA and LTD Claimant Satisfaction Research" (2015)