

# How to file a claim

## When paid family and medical leave (PFML) is included

**Policy #:**

**Policyholder:**

### Contact us:

[LADCLA@symetra.com](mailto:LADCLA@symetra.com)  
[www.symetra.com/MyGO](http://www.symetra.com/MyGO)

Call **1-877-377-6773**

Monday through Friday  
 8 a.m. to 8 p.m. ET  
 Fax: 1-877-737-3650

Mailing address:  
 P.O. Box 1230  
 Enfield, CT 06083

### ① Know when to file

Sometimes you know ahead of time that you'll need to take time away from work—maybe for a surgery, to welcome a new baby, or to care for yourself or a loved one. If you know when your time away will start, please let us know ahead of time so we can help you set things up.

You can usually start your claim or request for leave up to 30 days before a planned event, or up to 60 days before something like a birth.

If your time away comes unexpectedly, just reach out as soon as you can—we'll walk you through what to do next.

### ② Collect the following information

- ✓ Your contact information and Social Security number.
- ✓ Your condition—whether you're out of work due to illness, injury or pregnancy.
- ✓ Your job title and date of hire.
- ✓ The attending physician's name and telephone and fax numbers.
- ✓ Your policy number (listed to the left).

### ③ Contact Symetra to start your claim

[www.symetra.com/MyGO](http://www.symetra.com/MyGO)

- Click **Start My Claim**.
- Answer the prompted questions.
- Add any notes or comments.
- Submit form.

**1-877-377-6773**

Please call between  
 8 a.m. and 8 p.m. ET,  
 Monday through Friday.

A customer service representative will initiate your claim and assign it to a case manager.

Once your claim intake is completed—either online or by phone—your case manager will call you within two business days to conduct a brief interview and will work with you throughout your claim. To check on the status of your claim, please call or access your account online.

Symetra Life Insurance Company  
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 Bellevue, WA 98004-5135

[www.symetra.com](http://www.symetra.com)

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