

How to File Claims

There are three options for submitting your claims.

In most cases, payments are made the next business day following receipt of the completed claim.

- 1. Online** - Simply look up the policy on the Web Portal and start the claim. See back for step-by-step instructions.
- 2. FAX** - Fax completed claim form to 866.228.9450
- 3. Mail** - Mail completed claim form to:
**Preneed Services Center
P.O. Box 1191
Madison, WI 53701-1191**



The Claims Form is located on the supply ordering page of the funeral home portal or on the resources tab of the counselor portal.

Guidelines for Claim Submittal

- If the claim is submitted by the original funeral home named on the application, a family signature is not needed.
- If death occurs within the first two years of issue on a standard issue policy, a death certificate is required (this may be faxed in).
- A copy of the death certificate is required in Ohio, Wisconsin, Kentucky, Louisiana, Massachusetts and Texas (Texas has additional requirements).
- Once you have submitted your claim please print a copy for your records.

Online Claim Step-by-Step

We offer the option to file claims electronically.
Just follow the four easy steps below on the Web Portal and NGL can start processing your claim.



1.

To get started, click on the "Policy Search" link on the home page of the Funeral Home Portal or on the Resources tab of the Counselor Web Portal. You will then be asked to login.

Default Login Credentials

User ID: Enter your SSN or Tax ID #

Password: 1st letter of business/last name (capitalized) + last 6 digits of SSN/Tax ID + Exclamation (!)

A screenshot of a web form titled "Policy Number Search". It has three tabs: "Policy Number Search" (selected), "Name Search", and "Search by App ID". Below the tabs, it says "Search here for policy information and values." and "Please note: processed transactions are posted to Policy Detail the following day." There are two input fields: "Policy ID" and "As of Date (mm/dd/yyyy)". Below the "As of Date" field, it says "Leave blank for current date" and there is a "Go" button.

2.

Enter either the policy ID in the box provided or search by name and click "Go." If searching by name, locate the policyholder and select the policy number.

A screenshot of a web form showing "Payor" information for "Bob Johnson". It displays "Financial Activity in the last two years" and "Activity Date". At the bottom, there is a button that says "Start a claim on this policy".

3.

Once you have confirmed that you have the correct policy, click on "Start a claim on this policy" at the bottom of the screen.

A screenshot of a web form titled "Additional Required Information". It has three input fields: "Date of Death (mm/dd/yyyy)" with a calendar icon, "Immediate Cause of Death:" with radio buttons for "Natural" (selected) and "Accidental", and "Cost of Funeral Provided: \$". At the bottom, there is a "Submit Claim" button.

4.

Fill in the required information and click "Submit Claim." Please include specific requests in the additional information box.

Please note - claims are processed within two business days of receipt of all requirements. If you have any questions regarding your claim, please call Preneed Services at 800.988.0826