



Gold Cross Services, Inc. #164968

## Frequently Asked Questions

### About Filing an Accident Insurance Claim

The following questions and answers will help you file an Accident Insurance claim with The Standard Insurance Company (The Standard).

#### How do I File A Claim?

To file a claim online, go to [www.standard.com](http://www.standard.com), click on the following options:

- “Log in”
- “Don’t have an account? Start here” to create an account and follow the steps
- “Get Started”
- “Start a new Claim”
- “Accident Insurance” OR “Health Maintenance Screening”

To file a paper claim, go to [www.standard.com](http://www.standard.com), choose “File a Claim”, select “Start a Claim” and then click on “Paper Claim Forms” to download a claim form.

#### When I File My Claim, What Information Will I Need to Provide?

You will be asked to provide the following information:

- Employer Name: Gold Cross Services, Inc.
- Group Policy Number: 164968
- Name and Social Security Number
- Nature of Claim/medical information

#### If I Complete a Paper Claim - Where Do I Send the Completed Forms?

Mail completed, signed, and dated forms to:

Standard Insurance  
Company P.O. Box 85508  
Lincoln, NE 68501-5508

Or if you prefer, you may fax completed forms to our office at 402.328.4029



## **How Long Does It Take to Make A Claim Decision?**

Once the Standard received the required completed, signed, and dated documents listed above, it will take approximately 5 business days to make a claim decision. If we have not decided within 5 business days, you will be notified with additional details.

## **Who Should I Call with Questions About My Claim?**

If you have already filed a claim, please call The Standard's Customer Service toll-free number 866.851.5505. The Standard's Customer Service Center representatives are available to assist you Monday through Friday, 6:00 a.m. through 6:00 p.m., Mountain Time.

If you filed your claim online, you can login anytime to check the status of your claim at [www.standard.com](http://www.standard.com).

If you are looking for general information about your coverage or would like to obtain a copy of your Group Certificate of Insurance, contact your benefits administrator.