

# How to submit a life insurance claim



## Life insurance is an important part of financial planning

The loss of a loved one can be an emotional and stressful time. At Symetra, we're committed to helping you and your family navigate the life insurance claims process with care and efficiency, so you have one less thing to worry about.

### Steps for filing a claim

- 1 Contact Symetra at 1-800-796-3872, ext. 21012, to notify us of the insured's death.
- 2 Symetra will provide you (the beneficiary) with a claims packet that includes a letter of instruction, forms to complete, a list of documents required for the claim to be processed, and settlement options.
- 3 Return the required documents to us in the provided, pre-paid envelope addressed to:  
  
 Symetra Life Insurance Company  
 Attention: Life Claims  
 P.O. Box 34690  
 Seattle, WA 98124-1690
- 4 Symetra will process and administer the claim. If we have any questions or need additional information, we will contact you directly.



### The importance of routine policy reviews

Life changes can affect many things—including your life insurance. That's why it's important to complete routine policy reviews during the life of the policy. Reviews can help ensure that beneficiary information remains up-to-date so there are no delays in the claims process. Be sure to routinely verify the following for each beneficiary:

- Name
- Date of birth
- Social Security number (if applicable)
- Address, city, state and country of residence
- Phone and email address
- Relationship to the insured

### Questions?

We are here for you through it all. If you have any questions about the life insurance claims process, please contact us at 1-800-796-3872, ext. 21012.

Not a bank or credit union deposit, obligation or guarantee | May lose value

Not FDIC or NCUA/NCUSIF insured | Not insured by any federal government agency



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