

# Making a claim with Unum Dental

You can visit any dentist you like, in the UK or abroad, with no need to gain prior approval before starting treatment<sup>1</sup>. We encourage you to check your Policy Schedule to see if you can claim for your treatment and how much you are entitled to claim before receiving treatment – you'll find a copy of this in the portal.

There's no need to use paper forms – with your policy you have access to our online portal to make claiming quick and easy. You can even use your smartphone.

## How to claim online

Please ensure that you ask for an itemised receipt from the dentist when you receive your treatment. The receipt must contain a full description of your treatment and any costs associated with it. We cannot process any claim without proof of payment. If you receive treatment outside of the UK, any additional documents must be in English or translated into English at your own cost for us to process your claim.

### STEP 1

Please visit <https://mypolicy.unum.co.uk> and login using your Unum Dental username and password (registration is required to gain access).

### STEP 2

Select **'Make a claim'** from the member portal menu, enter the required treatment details and upload a scan or photo of your receipt.

### STEP 3

Once you've fully completed the online form, please ensure that you click **'Confirm and submit claim'** to send your claim to us.

If you'd like to check how much you're entitled to claim please get in touch:







**020 7265 7111**



**dental@unum.co.uk**

## Please note

-  We will notify you by email if your claim has been approved and will make payment via a BACS transfer directly into your nominated UK bank account. It may take up to 5 (five) working days for payment to show in your account after we have confirmed payment of your claim.
-  Treatment, including courses of treatment, that are planned or recommended by a dentist must be completed and paid for in full before we can process any claim. Course of treatment means a treatment plan recommended by a dentist following an examination.
-  You must submit claims within 12 months of the Treatment Completion Date. We have the right not to pay any claims submitted after this date. Treatment Completion Date means the date that treatment was received, or the final treatment was received in any course of treatment.
-  If you wish to submit a claim via a paper form, please contact us.

1. unless claiming for a veneer