

How to report a payment protection claim

Should the unexpected happen and you need to file a credit insurance or debt protection claim, Securian Financial is here for you. Our claims process is simple and streamlined so you can quickly file a claim and focus on what matters most.

When you need to file a claim, filing it online is preferred and faster than submitting paper forms. Please continue making loan payments until a claim decision is communicated to you.

Option 1

File your claim online

- Visit mycoverage.securian.com.
- Create a secure account with a username and password.
- Select the type of claim you're reporting.
- Answer questions about your claim.
- Once the claim is received, it will be reviewed, and you will be notified of a decision.
- After your claim is submitted, you can log in anytime at mycoverage.securian.com to check on claim status and receive information on payment details.

Option 2

File your claim over the phone

- Call the claim contact center at **1-800-328-9442**.
- Answer questions about the claim and a claim package with a claim form will be mailed or emailed to you.
- Once the claim is received, it will be reviewed, and you will be notified of a decision.
- After you've reported a claim, you can call the claim center for information on claim status.



Please have this information ready about the covered person:

- Full name
- Date of birth
- Address
- Date of event
- Cause of event

Option 3

File your claim with paper forms

- Receive claims forms from your financial institution.
- Fill out the claims form in its entirety.
- Mail or fax claims form to **PO Box 64114, St. Paul, MN 55164-0114** or **1-877-494-8401**.
- Once the claim is received, it will be reviewed, and you will be notified of a decision.
- After you've reported a claim, you can call the claim center for information on claim status or wait for your decision via mail.



Questions?

Contact us at

1-800-328-9442

Monday through Friday
7 a.m. to 6 p.m. CT

Securian Financial is the marketing name for Securian Financial Group, Inc., and its subsidiaries.



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PROTECT
SECURE

[securian.com](https://www.securian.com)

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