

Helpful Hints to the Employee Regarding Your Paid Family Leave Claim

Claims Contact Information

Claims Email claims@sslicny.com

Phone 800-477-0087 | **Fax** 585-398-2854

Mailing Address

Standard Security Life Insurance Company of New York Disability
Claims Department
PO Box 25339
Farmington, New York 14425-0339

Hours of Operation 8:30am - 4:30pm (Monday - Friday)

Please Remember

To fully complete all items on your claim form and keep a copy for your records.

To file your claim within 30 days of your date of leave. Claims not made timely may not be paid.

To submit all required documents and certification for the type of leave being requested to avoid any delays in claim processing. You can find a summary chart here: https://www.sslicny.com/pdf/CLAIM_CERTIFICATION_CHART.pdf

If you are requesting **intermittent leave**, your date(s) of leave must be submitted by completing the Intermittent Leave Date Certification form. This is completed/signed by you - then **certified and signed by your employer**. There is a time limit to submit days for benefit consideration. The day(s) taken must be requested in writing by completing the form (available on our website) within 30 days after being taken, or they may not be paid due to the request for payment not being made timely.

For foreseeable leave, you should provide 30-days advance notice to your employer prior to the first day of leave. For unforeseeable leave, you must provide notice to your employer as soon as practicable. When intermittent leave is unforeseeable, your employer

may require you to provide notice as soon as practical before each day of intermittent leave.

If you pre-file your claim, the employer portion **cannot** be completed prior to your leave date.

If there is more than a three (3) month time period between the last date paid on a claim and your next day requested, you must file a **new** claim for benefit consideration.

If you have more than one employer and are taking Paid Family Leave, you may be eligible to take leave from both employers at the same time. If you opt to take Paid Family Leave from only one employer, you cannot take leave from another employer for the same qualifying event at a different time.

If you return to work at any time during your claim, notify us immediately to avoid an overpayment on your claim.

To notify us immediately if you resign while you have an open claim with our office.

PLEASE NOTE

Register for the claimant benefit portal here: <https://www.sslicny.com/claimant.aspx>

Register and/or sign in to see the current status of your claim, and any benefit payment details.

Thank You For Allowing Us To Serve You