



CLAIM FORM AND INSTRUCTIONS

If you have any questions regarding benefits available, or how to file your claim, or if you would like to appeal any determination, please contact our Customer Care Center at 1-800-937-7039 8:00 A.M. to 8:00 P.M. Eastern Standard Time

The furnishing of this form, or its acceptance by the Company as proof, must not be construed as an admission of any liability on the part of the Company, nor a waiver of any of the conditions of the insurance contract.

INSTRUCTIONS FOR FILING A GROUP VOLUNTARY CRITICAL ILLNESS CLAIM

- To avoid delays in processing please fill out the sections which apply to your specific claim.
- Include your certificate number(s). To obtain your certificate number(s) call **1-800-937-7039**.
- You may **fax** your claim to us at **1-866-398-9210**. Please be assured that your claim will receive our prompt attention. If you would like to receive your claim proceeds even faster, Allstate Benefits can automatically deposit them into your bank account by completing and returning our ACH form (ABJ16661). This form can be found on our website at www.AllstateBenefits.com or electronically at www.AllstateBenefits.com/mybenefits. Additional claim forms are available on our website.
- You may mail your claim to: **American Heritage Life Insurance Company
P.O. Box 40465
Jacksonville, Florida 32203-0465**
- If you are filing a claim within the first 24 months your certificate is in force, additional information may be required.

CERTIFICATEHOLDER

Employer Name (Company): _____ Occupation: _____

1. Certificateholder's Name: _____
First Middle Last

Certificate Number(s): 1) _____ 2) _____

Group Number: _____

Social Security Number: _____ Date of Birth: ____/____/____ Male Female
MO/DAY/YR

2. Home Number: (____) _____ E-mail: _____

PATIENT'S INFORMATION

3. Name: _____
First Middle Last

4. Date of Birth: ____/____/____ Age: _____ Social Security Number: _____ Male Female
MO/DAY/YR

5. This person is your: _____ (ex: self, wife, son, etc.)

INSTRUCTIONS FOR FILING GROUP VOLUNTARY CRITICAL ILLNESS CLAIMS:

- The results of the diagnostic studies used to diagnose, must accompany your claim. Please attach your critical illness and the completed Attending Physician's Statement.

ATTENDING PHYSICIAN'S STATEMENT

Patient's Name: _____ Certificate Number: _____

1. Diagnosis: _____

2. When did symptoms first appear or accident happen? Date / /
MO/DAY/YR

3. When did patient first consult you for this condition? Date / /
MO/DAY/YR

4. Has patient ever had same or similar condition? (If "yes," state when and describe.) Yes No _____

5. Describe any other diseases or infirmity affecting present condition. _____

6. Nature of surgical procedure, if any (describe fully). _____

7. Date patient last examined by you: _____ Frequency of visits: weekly monthly other _____

8. If patient is hospitalized, give name and address of hospital.

Hospital: _____ City: _____ State: _____

9. Date admitted: / / Date discharged: / /
MO/DAY/YR MO/DAY/YR

10. Name and address of referring physician if any.

Name: _____ Address: _____

City: _____ State: _____ Zip _____

Phone: () _____

Remember, it is a crime to fill out this form with facts you know are false or to leave out facts you know are relevant and important. Check to be sure that all information is correct before signing. Please refer to page 3 for notice specific to your state.

PHYSICIAN VERIFICATION

Signed: _____, MD Date: / / Phone: () _____
MO/DAY/YR

Street Address: _____

City/Town: _____

State/Province: _____ Zip Code: _____

NOTICE IN NEW YORK: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

NOTICE IN OHIO: Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

NOTICE IN OREGON: Any person who makes intentional misstatement that is material to the risk may be found guilty of insurance fraud by a court of law.

NOTICE IN PENNSYLVANIA: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

NOTICE IN PUERTO RICO: Any person who knowingly and with the intention to defraud includes false information in an application for insurance or file, assist or abet in the filing of a fraudulent claim to obtain payment of a loss or other benefit, or files more than one claim for the same loss or damage, commits a felony and if found guilty shall be punished for each violation with a fine of no less than five thousands dollars (\$5,000), not to exceed ten thousands dollars (\$10,000); or imprisoned for a fixed term of three (3) years, or both. If aggravating circumstances exist, the fixed jail term may be increased to a maximum of five (5) years; and if mitigating circumstances are present, the jail term may be reduced to a minimum of two (2) years.

NOTICE IN TENNESSEE AND WASHINGTON: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

NOTICE IN TEXAS: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

NOTICE IN WEST VIRGINIA AND RHODE ISLAND: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.