

Lending Claims

Frequently Asked Questions

The following information is provided to assist the credit union and members with questions on Credit Insurance/Debt Protection claims. It is not intended to be all-inclusive, but it is designed to provide you with general information on the most frequently asked questions. To receive special assistance or instructions, contact our Lending Claims Service Center at 800.621.6323.

Starting a Claim

What is the overall lifecycle of a claim?

The overall claim process includes:

1. The credit union member elects protection on a loan. The protection is either issued through a contract (Debt Protection) or a Certificate of Insurance (Credit Insurance)
2. A protected event occurs. (i.e. accident, illness, unemployment, member's death, hospitalization, family medical leave, loss of life of a non-protected dependent, terminal illness or accidental dismemberment.)
3. The member notifies the credit union or TruStage of their loss.

For credit unions who participate in member registration, the member can notify TruStage of the loss using our online portal.

4. Protection is verified.
 - If your credit union has the member registration portal, this is verified when the member or their beneficiary enters their loss information in the portal or calls TruStage. No action is needed on the part of the credit union.
 - The credit union verifies that the member had protection on the date of loss.
5. The claim is filed by either the credit union or the member.
 - If your credit union has the member registration portal, filing happens through the online portal or when the member calls TruStage to notify of their loss.
 - If the credit union does not have the member registration portal, the credit union files a claim by submitting a Notice of Claim via Claims Online. (For complete instructions, please refer to ([How to File a Lending Claim.](#))
6. Intake is provided by the member.
 - For credit unions that do not have the member registration portal, TruStage completes the following action once a claim is filed:
 - If the member has opted in for text or email status updates, they will receive a link to lendingclaim.trustage.com immediately upon claim filing. This notification provides customers with choices of how they provide their claim details, either online at



lendingclaim.trustage.com or over the phone 800.621.6323. We will send the member a paper claim form to complete if we get no response to our notifications or if that is preferred.

- If the member is not opted in for text or email status updates, we will send a claim form to the member for completion.
 - For credit unions that have the member registration portal, the member provides their intake through the portal or phone call at the time they register the claim.
- 7. A claim review is initiated. If additional information is needed, TruStage will request the missing information to process the claim. This may delay claim processing.
- 8. Once a Claim decision is made, documentation is mailed or emailed to the member and/or credit union, based on the preferred method of correspondence selected. Note: If a member has opted in for text or email status updates, they will receive personalized updates and a link to lendingclaim.trustage.com in addition to the explanation of benefits.
- 9. The member will be notified any time an update is needed on their claim.

What contract number should be provided with notice of claim?

Please provide the contract or branch number assigned to the location where the member elected and was issued the insurance coverage. If the coverage was provided over the telephone or online, please provide the home office credit union contract number.

How do I know what documents or information is required to file a claim? (Credit Union Only)

Please refer to [How to File a Lending Claim](#), which is a step-by-step guide available to answer general questions on how to use Claims Online as well as what information is required to file a claim.

Should I file a claim even if I think it will be denied?

Yes. You should file all claims immediately. It is a violation of insurance law to make a decision on whether a claim is payable unless you are licensed as an insurer or granted authority by an insurer. Therefore, all claim decisions must be made by TruStage.

How long does it take for my claim to be processed?

Depending on the complexity of your claim and the information that needs to be reviewed, the time it takes to process your claim could vary.

- When using the online portal, some decisions are made within seconds.
- If additional information is needed, someone will reach out to get that information.

When a member refinances (rewrites) a previously protected loan and elects protection on the refinanced portion of the loan. How do I determine the protection effective date? How do I indicate the previously protected funds?

The most recent loan date would be the protection effective date.

- The loan origination date should be the date the original loan was implemented with protection.
- Mark "yes" the field that asks if the loan was previously protected if the previous loan protected the member against the same type of loss.

If the refinance occurs within the loss exclusion period, pre-existing period, or vesting period:

- Mark 'yes' to the transaction question
- List any money that was added to the loan as advances.



- Credit unions can include a description of the member's loan and protection history in the comment box and can fax or email the loan and/or protection documentation.

Are there different claim types?

Claims are filed according to the type of loss the member experienced and protection provided on the loan at the time of loss. Possible claim types include Disability, Involuntary Unemployment, Life or Life Plus. Life Plus includes: Hospitalization, Family Medical Leave, Loss of Life of a Non-Protected Dependent, Terminal Illness or Accidental Dismemberment.

What are the different types of Loan Classes?

Loan Classes are: Consumer, Credit Card, and Home Equity for all states except New York (NY).

Loan Classes for New York (NY) ONLY are: New Auto, Used Auto, Credit Card, Home Equity, Secured Other, and Unsecured.

Checking the Status of a Claim

How do I check the current status of a claim?

- Credit Unions: The status of a claim can be viewed using Claims Online and going to the "Status" tab. You can view whether the claim is in registered, paid, denied, or payable status. If your credit union has Web EFT capability, you may review your payment transactions online. For complete instructions on how to check a claim status, please refer to [the Claims Reporting Guide](#).
- Members: The status of the claim can be viewed by going to lendingclaim.trustage.com. For additional questions on the status of a claim, please contact our Lending Claims Service Center at 800.621.6323 (Monday through Friday from 8 a.m. to 5 p.m. CST) to speak with a Customer Service Center representative.

What is a "Waiting Period" and why is it in the contract or certificate of insurance?

The waiting period is the number of days that must pass prior to being eligible for benefits. The contract or certificate of insurance will specify the waiting period, typically 14 or 30 days, and when benefits will become due.

- Some contracts or certificates of insurance specify that if a period of disability or unemployment lasts at least 14 or 30 days then benefits will begin the first day of loss.
- Others use a non-retroactive period where benefits do not begin until the 15th or 31st day after the loss event. Please refer to your contract or certificate of insurance for specific protections terms and conditions.

Your payment protection is designed to provide benefits when a serious life event occurs. Creating a program with a waiting period helps lower the cost of payment protection for all credit union members and still provides the protection members need when a serious life event continues past 14 or 30 days. The credit union's specific waiting period is referenced in the Credit Insurance Application and Certificate or Member Agreement.



Should I wait to file a claim until waiting periods are past?

No. You should file all claims immediately, even if your contract includes a waiting period. Do not wait for waiting periods to end or until members bring you additional documentation. You should also never delay a claim for a “future event” (such as a planned surgery). File claims immediately when a member notifies you.

Benefits

How are payments made?

When a claim is paid, the payment is always sent directly to the credit union. The credit union is responsible for posting benefits to the account or loan and/or for cancelling/postponing debt. The payment is typically sent electronically, and an Explanation of Benefits (EOB) letter will be sent to the member. For Life claims, the EOB will accompany the payment when sent to the credit union. If the member remains disabled/unemployed, additional updates may be requested during the life of the claim either through verbal contact or a supplemental claim form.

How is the benefit amount determined?

Benefits are either processed as daily or monthly payments, depending on the provisions of your contract or certificate of insurance.

- If your contract or certificate of insurance protects a daily benefit, benefits are calculated on the monthly loan payment and the number of days you qualify for benefits. Benefits less than one full month will be pro-rated as specified in your contract or certificate of insurance.
- If your contract or certificate of insurance protects a monthly benefit, a minimum of 1 monthly scheduled payment will be processed; additional monthly benefits will be extended for each 30 days of support received. Benefits will be reviewed according to your scheduled monthly payment amount. Please refer to your contract or insurance schedule/certificate of insurance for specific terms and conditions.

What are the benefit maximums?

Benefit maximums vary depending on the protection terms listed in your contract or in the insurance schedule/certificate of insurance. Your specific benefit maximums will be outlined for you. Benefit maximums may include total dollars per claim -- maximums for monthly payments or age. Please refer to your contract or insurance schedule/certificate of insurance for specific protection terms and conditions.

Why doesn't the benefit equal my loan payment?

- If benefits are processed according to a daily payment, the benefit amount will be based on the monthly equivalent for the number of days you qualify for benefits as specified in your contract or certificate of insurance.
- If benefits are processed according to a monthly payment, the benefit amount will be the protected monthly payment as specified in your contract.

Additionally, any advance taken prior to your loss period may not be protected and the payment for that advance may not be covered. You are responsible for re-paying any amounts that are not protected. Please refer to your contract or insurance schedule/certificate of insurance for specific terms and conditions.



Who is responsible for loan payments while the claim is being investigated?

Whether or not you have made a claim for benefits, you remain obligated to the credit union to comply with the terms of your loan agreement.

What if I have already made loan payments for the time period when benefits are being extended?

Contact your credit union to determine how benefits will impact your loan.

What if the benefit payments for a life claim exceed the balance left on the loan?

All excess Debt Protection/Credit Life benefit payments must be paid to the named secondary beneficiary. If no secondary beneficiary is named, pay the member's estate, or apply benefits to another account held by the deceased member.

What should we do if the protected loan is paid off before benefits can be fully applied?

Notify TruStage when a loan has been paid off so that we can determine whether benefits will continue. Continuation of benefits is determined based upon terms of the contract and may also depend on the specific reasons the loan is paid off. Depending on these situations, benefits may or may not continue.

Are there any loan amounts not included in benefits?

Benefits may not cover some fees and charges such as late fees, unscheduled or additional finance charges or balloon payments. Please refer to your policy/certificate for specific details. Any Advances that are excluded from benefit payments under the terms of this protection, or any money added to the principal balance of the loan after the date of the event (even if any of those amounts were incurred while a claim was being reviewed) are excluded and are solely the member's responsibility.

If a loan has joint (not blended) rate for either Credit Insurance or Debt Protection, one member dies and there is still a remaining balance after the claim is paid, how does the CU code the loan?

If there is still a remaining loan balance after the claim is paid, the Credit Union should change the protection to single protection, so the member isn't being overcharged.

Definitions

What does "Actively at Work" mean?

"Actively at Work" is the number of hours outlined in your contract or certificate of insurance that you must be working in order to be eligible for protection. Your contract may also have actively at work requirements that apply at time of loss.

What is "Pre-Existing" and why is it in the contract or certificate of insurance?

Pre-existing conditions are health problems or conditions treated before the effective date of your protection or before disbursement of money on a loan. Typically, if the death or disability occurred after the effective date of your protection but was caused by the condition that you were already diagnosed with or being treated for, you may not be eligible for benefits. Your contract or certificate of insurance will specify the pre-existing exclusions.

Unlike other types of payment protection products, your credit union's payment protection product limits the amount of health-related eligibility questions you are asked at the time you purchase protection. However, the contract or certificate of insurance does include the pre-existing exclusion. Payment protection is designed to protect against the unexpected, this exclusion is designed to prevent expected claims caused by previous health problems or conditions that would impact the cost of the protection for all members under the program.



Updates to a Claim

How often should I expect an update on my claim?

Each time benefits are extended on your claim, you will receive an Explanation of Benefits letter via mail or email, depending on your preferred method of correspondence, detailing the following information:

- Benefit amount extended on your loan at the credit union
- Date range of benefits extended
- Information regarding your Waiting Period (if applicable)
- Request for additional information (if applicable)

You may also be eligible to request email or text message status updates which would confirm:

- The receipt of forms and other documentation
- When a claim decision has been made
- When a payment has been made (if applicable)
- If additional information is needed

Please contact our office if you would like to receive email or text status updates and to verify your eligibility.

How can I get my documents to you faster? Do you accept information via email?

Upon completion of any form, you can send it in to TruStage a number of different ways:

- Credit unions can upload documents at any time through ClaimsOnline.
- Email us: members.claims@trustage.com
- Mail: Claims/TruStage

PO Box 5010
Madison, WI 53705-0010
Fax: 855.726.2513 (Toll-Free)

Security of a Claim

Is my data secured?

TruStage takes information security very seriously. TruStage supports Secure Socket Layer data encryption for online business services that require data transmission and provides powerful data security.

Can I share information about a claim or status with the member's family?

Claim information, including communication regarding the existence of a claim, is confidential and should never be disclosed to third parties, including family members, unless authorized by the member. Make sure your procedures include protection of confidential member information.

Contact Information

If a member prefers to have all correspondence sent via email but we don't have their email address, can we enter our credit union email address in the member's email field?

No. If you do not have an email address for the member, all correspondence will be sent by mail until we obtain a valid email address for the member.



Who can I contact if I have questions about a claim?

For additional information on the claim process or an individual claim, please contact our Lending Claims Service Center at 800.621.6323.

Are there any self-service options for members?

Members can file a disability, involuntary unemployment, or hospitalization claim through the member registration portal if your credit union has this option. All credit union members can submit supplemental information and view benefit information via lendingclaim.trustage.com.

Credit Union Additional Information

What online resources are available for my credit union?

The Lending Resource Center (LRC), an exclusive online website, houses a variety of educational, training, and support materials. The credit union is eligible to access this site, using the same User ID and Password used to access Claims Online. If you don't have access to the Lending Resource Center, you can add it to your list of services by following these steps:

Getting Access to the Lending Resource Center

1. Go to trustage.com
2. Click on 'Log In' in upper right-hand corner
3. Select 'Log into your business account'
4. Select 'My Services for credit unions'
5. Refer to the Lending section. If the Lending Resource Center is listed as an option; you have access to the LRC. You can enter the LRC by clicking on the link.
6. If the Lending Resource Center is not listed, follow the next two steps.
7. By your name, click on 'My applications and services'
8. Add the Lending Resource Center

Accessing Free Educational, Training, and Support Materials in the Lending Resource Center

Once in the Lending Resource Center

1. Click on Debt Protection or Credit Insurance
2. Click on Learning and Development
3. Select from the list of available resources

What reports are available and how do I access them?

Reports containing information regarding status of claims filed with TruStage (within a specified date range) can be obtained by your credit union. If your credit union needs a report, please contact your Sales Executive.

Identifying and Handling Inquiries and Complaints

It's important to know the difference between an inquiry and complaint. Understanding these differences helps you know what action to take in order to best help borrowers. You may always contact the Lending Claims Service Center at 1.800.621.6323 if you need help determining the difference between an inquiry and a complaint.

Inquiry	Complaint
<p>An inquiry is:</p> <ul style="list-style-type: none"> • A request for general information about benefits. • A question about the status of a claim. • A statement of opinion without a request for further action. 	<p>A complaint is:</p> <p>A written or verbal communication, which primarily expresses a grievance and where resolution is expected.</p> <p>Complaint examples:</p> <ul style="list-style-type: none"> • The delays on my claim are frustrating. They keep saying they didn't receive the information that I know I sent, please get this resolved. • I was told my claim was going to be paid but now I'm told it won't be. I want something done to fix this. • My whole loan payment is not being covered by this insurance. They aren't treating me fairly and I want the difference paid immediately.
<p>What action should you take?</p> <ul style="list-style-type: none"> • Answer the question or provide the requested information. • Request input from TruStage if necessary, by calling the Lending Claims Service Center at 800.621.6323. 	<p>What action should you take?</p> <p>Immediately refer the complaint to TruStage. Use the following process:</p> <ol style="list-style-type: none"> 1. Report the complaint – contact our Lending Claims Service Center at 1.800.621.6323 2. Provide the following information: <ul style="list-style-type: none"> ○ Borrower's name, address and phone number ○ Claim number (if applicable) ○ Date complaint was received ○ Nature of complaint (copy of written complaint or notes on verbal complaint) ○ Resolution the borrower expects 3. Borrower may contact the Lending Claims Service Center directly (if preferred) at 1.800.621.6323