

How to report a new claim

Thank you for purchasing Allied Debt Protection offered to you by Heritage Family Federal Credit Union

Start the claim process with Securian Financial:



Option 1: Visit securian.com/benefits:

- Select the “bank, credit union, finance company, mortgage company” button
- Click on “Start a new claim”
- Once the claim is received, it will be reviewed and you will be notified if it is approved, denied or if more information is needed
- Please continue making the loan payments until a claim decision is communicated to you
- Once you’ve reported a claim, access your claim information and status at securian.com/benefits



Option 2: Call the claim contact center at 1-800-328-9442.

- Once the claim is received, it will be reviewed and you will be notified if it is approved, denied or if more information is needed
- Please continue making the loan payments until a claim decision is communicated to you
- Once you’ve reported a claim, access your claim information and status at securian.com/benefits

Prepared for:



Please have

this information ready about the covered person:

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



Questions?

Claim status can be obtained by visiting securian.com/benefits or by calling us at **1-800-328-9442** Monday — Friday

7:00 a.m. — 6:00 p.m. CT.

If you are reporting a claim that includes a protected credit card, please indicate such within the online comment section or to the claim service representative