

Bankers Document Upload Facility Job Aid

The new Bankers Document Upload Facility offers policyholders and providers an alternate way to send claim documents into the Home Office. Instead of faxing or mailing in your claim-related documents, you will now be able to visit Bankers.com and upload your PDF or TIF documents. Use the following directions to successfully upload your documents:

1. Go to bankers.com.
2. Click “**Service/Claims.**”
3. On the left hand side of the screen, select “**Upload a Document.**”
4. Fill out the Contact Information of the person submitting the document: *First Name, Last Name, Phone Number, E-Mail, Relationship to Insured* and any pertinent *Additional Information*.
5. Fill out the Insured’s Contact Information: *First Name, Last Name, Phone Number, E-Mail, Policy Number, Insured Zip Code, Insured Date of Birth and Insured Phone*. Note: If the Contact Information and Insured Information is the same, click the “*Use Contact Information*” checkbox.
6. Next, select a Document to upload by selecting the “**Browse**” button.
7. Once you have navigated to the file you would like to upload, click “**Open.**”
Note: Only one document can be added per page.
8. If necessary, add a Description of the File.
9. Read over the Notice and Consent for Electronic Commerce statement and click the checkbox stating “*I have read this agreement and affirmatively consent to these terms.*”
10. Once you are ready to send the document, click **Submit**.
11. Once the document is sent to Bankers, you will receive a Reference Number. Please make note of this number for your records.

Contacts

If you have difficulty with this site, would like to confirm that we have received your materials or have questions about your policy benefits, please contact our Customer Service Department at 1-800-621-3724 between the hours of 8:00 AM – 4:30 PM Central Time, Monday through Friday.

You may also send documents via mail to Policy Benefits Department, PO Box 1902, Carmel, IN 46082-1902, or send your documents via fax to 1-312-396-5952.