

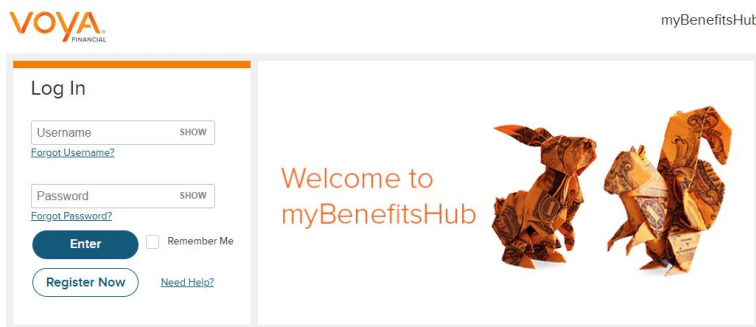
myBenefitsHub Portal Guide



Managing and understanding your benefits can be difficult. That is why we designed our online platform, myBenefitsHub, to deliver you a secure, consistent and personalized user experience that helps keep you connected to your benefits. This guide describes what kind of options are available on the portal.

How to register

1. Visit mybenefitshub.voya.com or scan the QR code below and click **Register Now** to create an account.
2. To verify your identity, you'll receive a code via the email or mobile phone on file with us.
(If no email or mobile phone number is on file, your mobile number may be used to verify your identity, or a PIN can be mailed to you.)
3. Once verified, you can create permanent login credentials and update your login verification preferences.
4. You have the option to register your device to make logging in easier.
5. When logging in later, you will be asked to enter a code (text message or email) along with your permanent login credentials.



For registration and login questions, please contact **1-855-784-5348**.

Scan to visit
myBenefitsHub



Portal features

With the many features available on myBenefitsHub you will be able to:

- Access a summary of your enrolled insurance coverages
- Start a new claim and check a claim's status
- Get help with FAQs
- Upload forms or other documents
- View your claims history and information

ReliaStar Life Insurance Company (Minneapolis, MN),
a member of the Voya® family of companies



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Homepage

After you login to myBenefitsHub, you'll reach the homepage where you can see an overview of your enrolled Voya-offered coverages and select a specific coverage to get more information. If you have existing claims, you can access more information about them under "Recent Events". Please note these screenshots are for illustrative purposes only and your experience may vary based on your enrolled coverages.

The screenshot shows the myBenefitsHub homepage for a user named Sarah Sample. At the top, there is a navigation bar with the VOYA FINANCIAL logo, menu items for "My Benefits", "Benefit Claims", and "FAQ", and a user profile icon for "SARAH SAMPLE" with a phone icon. The main content area features a "Welcome to myBenefitsHub" section with a family illustration and text about managing benefits and verifying addresses. Below this is a "Start a Claim" prompt with a medical icon and a "Start a Claim" button. The "Supplemental Insurance" section contains a table of four insurance policies. The "Recent Events" section shows a table with one event: "Accelerated Benefit" for "Term Life" insurance, with a status of "Pending". A disclaimer at the bottom states that the information is illustrative and refers to the Voya Claims Center for other coverage needs.

Welcome to myBenefitsHub

Manage and engage with your benefits more easily with this self-service website.

It is important to verify that your address as well as your beneficiary's address are always up to date. Please review your information regularly and update as needed.



We can help you get started
Do you need to file a claim?

[Start a Claim](#)

Supplemental Insurance

Benefit	Policy No.
Compass Accident Voluntary Employee	CAC3741798
Compass Critical Illness Voluntary Employee	CCI3123910
Compass Critical Illness Voluntary Children Rider	CCI3123910
Compass Hospital Confinement Indemnity Voluntary Employee	CHI2003750

Recent Events

Information shown from last 90 days from the event / start date*

Event	Type	Claim #/Absence ID	Event For	Event/Start Date	Status
Accelerated Benefit	Term Life	C-2025-1732817	Hazel Carreiro-Dp		Pending

*This claims experience is only for the Leave, Disability, and Supplemental Health coverage which includes Accident Insurance, Critical Illness Insurance/Specified Disease Insurance, Hospital Indemnity Insurance, and Wellness Benefits. If you have claims needs for other coverage, please visit the [Voya Claims Center](#).

Data/names shown are for illustrative purposes only and do not represent actual customer information. Actual results may vary.



Supplemental Health Insurance coverage information

A list of the Supplemental Health Insurance coverage(s) you are enrolled in will appear under the My Benefits dropdown. You can click the product to learn more about the coverage(s), access coverage information and view coverage amounts. These will be summaries only. The policy, certificate and riders should be reviewed for complete provisions, conditions on benefit determination, exclusions and limitations.

VOYA FINANCIAL My Benefits Benefit Claims FAQ SARAH SAMPLE

Accident Insurance
Critical Illness Insurance
 Hospital Indemnity Insurance

yBenefitsHub

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VOYA FINANCIAL My Benefits Benefit Claims FAQ SARAH SAMPLE

Critical Illness Insurance

Thank you for continuing your Critical Illness Insurance coverage with us. It pays a lump-sum benefit if you are diagnosed with a covered illness or condition that happens on or after your coverage effective date.

About your policy

For a complete description of your available benefits, exclusions and limitations, see your certificate of insurance and any benefits.

[What is Critical Illness Insurance?](#)

Critical Illness Insurance pays a lump sum benefit if you are diagnosed with a covered illness or condition on or after your coverage effective date. Critical Illness Insurance is a limited benefit policy. This is not health insurance and does not satisfy the requirement of minimum essential coverage under the Affordable Care Act.

For a complete description of your available benefits, provisions, exclusions and limitations, and termination of coverage please review your certificate of insurance.

[What you need to file a claim](#)

*Benefits are payable at 100% of the Critical Illness benefit amount unless otherwise noted in your certificate of insurance. For a complete description of benefits, exclusions and limitations, refer to your certificate of insurance and riders.

Policy Details

Policy Number: CCH23321
 Insured: Sarah Smith
 Date of Birth: 09/09/****
 Group Name: Group Name
 Group Number: 123456
 Status: Active
 Effective Date ⓘ : 04/01/2021

Benefit Summary

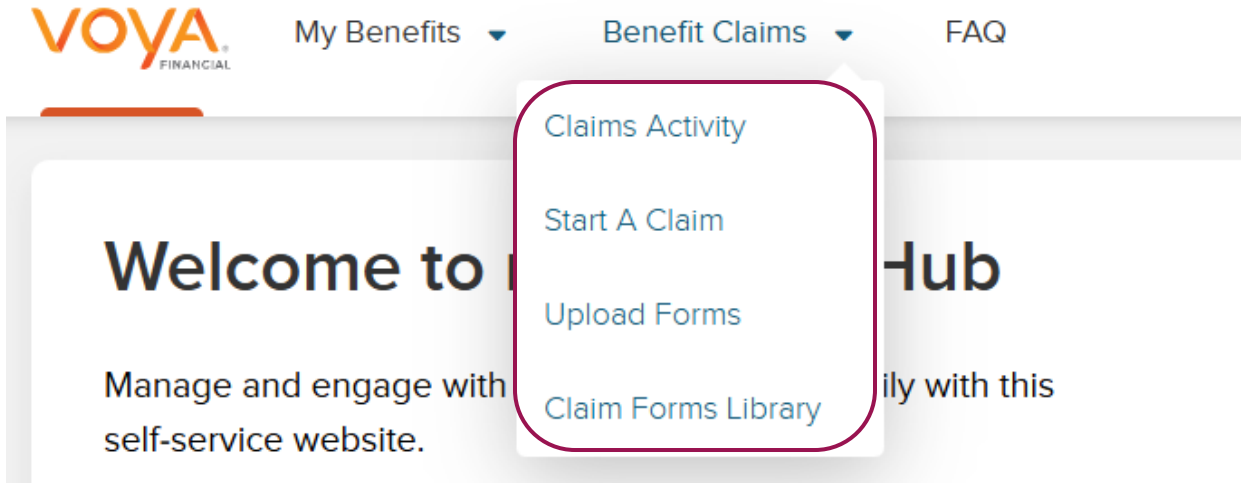
Compass Critical Illness Voluntary Employee
 Coverage Amount*: \$30,000

Data/names shown are for illustrative purposes only and do not represent actual customer information. Actual results may vary.



Supplemental Health Insurance claims

Under Benefit Claims you can view Supplemental Health Insurance claims activity, start a claim and upload forms. You can also access the Voya Claims Center directly at voya.com/claims at any time.

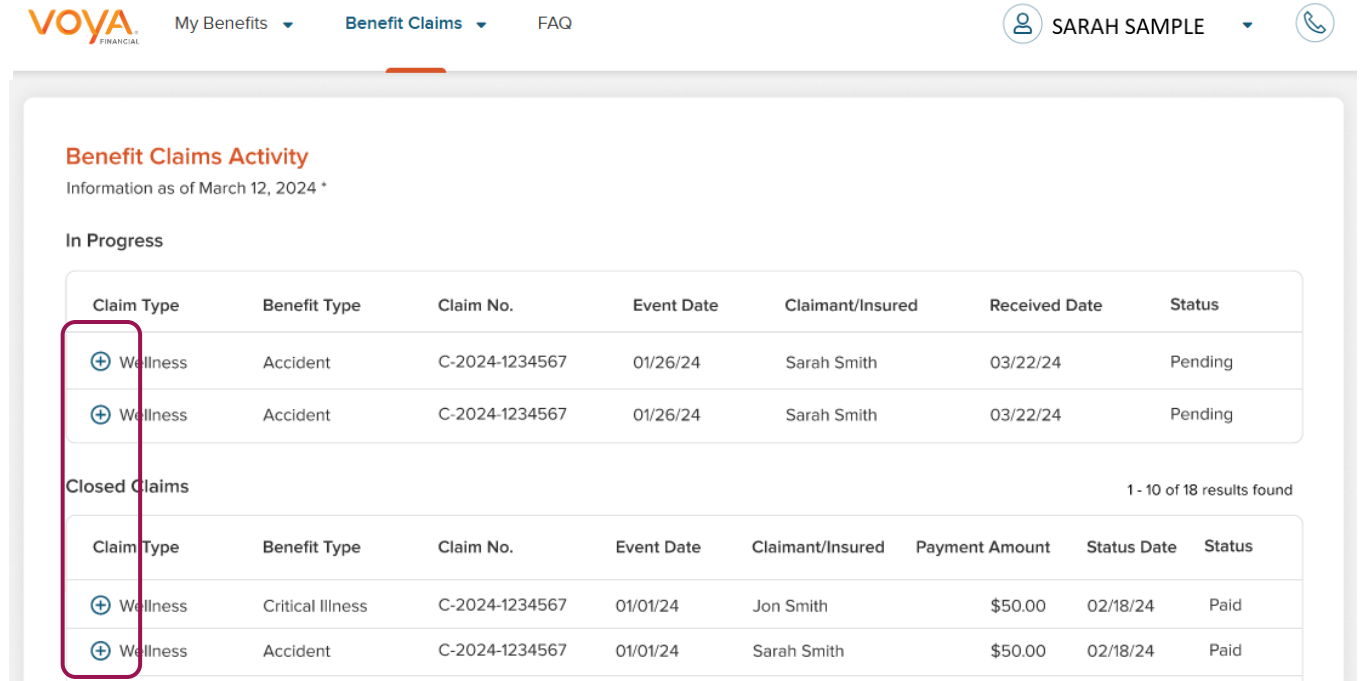


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Track a Supplemental Health Insurance claim

Under the *Benefit Claims* dropdown select *Claims Activity* to view any Supplemental Health Insurance claims activity including claim number, status and claim type. You can click the “+” sign to expand the box for more information and to get details on your tracked claims.



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Supplemental Health Insurance claims support

For Accident, Critical Illness/Specified Disease, Hospital Confinement Indemnity and Wellness/Health Screening Benefit claims help please contact **1-877-236-7564**, 9:00 a.m. - 8:00 p.m. EST Monday – Friday.



Start a Supplemental Health Insurance claim

To file a Supplemental Health Insurance claim, select *Start A Claim* under the *Benefit Claims* Dropdown. You can also select *Get Started* from the homepage to file a Supplemental Health Insurance claim.

VOYA FINANCIAL My Benefits Benefit Claims FAQ SARAH SAMPLE

Claims Activity
Start A Claim
 Upload Forms
 Claim Forms Library

Welcome to My Club

Manage and engage with your benefits through this self-service website.

It is important to verify that your address as well as your beneficiary's address are always up to date. Please review your information regularly and update as needed.

We can help you get started
 Do you need to file a claim?

Start a Claim

Data/names shown are for illustrative purposes only and do not represent actual customer information. Actual results may vary.

On the following page, you'll be provided an overview of claims process as well as helpful guides under the *FAQs & Checklists* section. Once you're ready to submit your claim, scroll to the bottom of the page and select *Let's Get Started*.

VOYA FINANCIAL My Benefits Benefit Claims FAQ SARAH SAMPLE

Start a Claim

We've streamlined the claims process into a few simple steps, and have outlined what you'll need for each one below.

Before you begin

If you gather these items before you begin, then creating your submission should only take a few minutes.

A tracker at the top of your screen will show your progress along the way:

Our Character Newsroom Careers Investor Relations Forms Security Claims Contact

VOYA FINANCIAL Individuals Employers Financial Professionals Institutional Investors About Us Log In

PERSONAL INFO INSURANCE INFO CLAIM DETAILS REVIEW & SUBMIT

FAQs & Checklists

Get answers to frequently asked questions, plus a checklist of supporting documents you'll need.

- [Wellness/Health Screening Benefit](#)
- [Critical Illness/Specified Disease Insurance](#)
- [Accident Insurance](#)
- [Hospital Indemnity Insurance](#)

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You'll start your claim by selecting who you are submitting a claim for. Throughout your guided experience, you'll see a progress bar appear at the top of the page to keep you informed where you are in the claims process

Personal Info Insurance Info Claim Details Review & Submit

Let's get started

* Required Fields

Who is this claim for?

Select all that apply

- Myself (Policyholder) / Employee
- My spouse
- My domestic partner/civil union partner
- My child/stepchild

[< Back](#) [Continue](#)

Your personal and policy information we have on file for you will automatically populate for you through your experience. You'll be asked to provide additional details about your claim as you navigate through the questionnaire. This should take around 5-10 minutes to complete. Any field without an asterisk (*) is an optional field that can be left blank or filled out later. Before submitting your claim, you'll review your claim information at the end of the questionnaire and accept the terms and conditions.

Personal Info Insurance Info Claim Details Review & Submit

Let's start with some personal information

* Required Fields

* About you (policy holder)

* First Name Sarah * Last Name Sample

* Date of Birth 01//01/1980

* Social Security Number * Confirm Social Security Number

+ [Add another person to this claim](#)

i To update policy holder information please contact your employer. You are able to manually enter information for a Spouse and/or Dependent. If you would like to manually input policy holder information for a claim, please visit our [non-logged-in Claims Center](#).

[< Back](#) [Continue](#)

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View your open claim

Once you have submitted your claim, you can view the status of your Supplemental Health claim by selecting *Benefit Claims > Claims Activity* from the top menu bar. On this page, you can view the status of your claim under the In Progress section, as well as access additional details by selecting the “+” icon.

The screenshot shows the VOYA Financial website interface. At the top, there is a navigation bar with 'My Benefits', 'Benefit Claims', and 'FAQ'. The 'Benefit Claims' dropdown menu is open, showing options like 'Start A Claim', 'Upload Forms', and 'Claim Forms Library'. Below this, there is a section titled 'Benefit Claims Activity' with a sub-section 'In Progress'. A table lists a claim with the following details:

Claim Type	Benefit Type	Claim No.	Event Date	Claimant/Insured	Received Date	Status
- Accident	Accident	C-2025-1234567	06/02/2025	Sarah Sample	05/06/2025	Pending

Below the table, there is a 'Status of your Claim' section stating: 'We are currently reviewing your claim. This step should be completed no later than 09/05/2025.' and a link 'What happens during a review?'. A 'Benefit' section lists 'Compass Accident Voluntary Employee'.

Data/names shown are for illustrative purposes only and do not represent actual customer information. Actual results may vary.



Need more information?

Our Claim Specialists are quickly accessible to answer your questions and provide information regarding your Supplemental Health claim. Please contact us for assistance in filing a claim, to ask questions about a claim, or to send documentation at **1-877-236-7564**, 9:00 a.m. - 8:00 p.m. EST Monday - Friday



This is a summary of benefits only. A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders. All coverage is subject to the terms and conditions of the group policy. If there is any discrepancy between this document and the group policy documents, the policy documents will govern. To keep coverage in force, premiums are payable up to the date of coverage termination. Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Availability and provisions may vary by state.

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