

# How to report a new claim

Thank you for purchasing Debt Protection offered to you by 1st Advantage Federal Credit Union

## Start the claim process with Securian Financial:



### Option 1: Visit [securian.com/benefits](https://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](https://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](https://securian.com/benefits)

For claims related to a protected credit card account, please contact 1st Advantage Federal Credit Union at 1-800-359-7650

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](https://securian.com/benefits) or by calling us at **1-800-328-9442** Monday – Friday 7:00 a.m. to 6:00 p.m. CST.