

How to Claim with Unum Dental

The quickest and easiest way to make a dental claim is via our online member portal where you can also find answers to common questions, view your policy documents, keep up to date with your policy limits and contact us directly.

Visit mypolicy.unum.co.uk/NIS/register to register. If you've already registered, visit mypolicy.unum.co.uk to log in.

Toothfairy app

From the day your cover starts you have access to Toothfairy, our digital dentist service which helps to maintain and restore your oral health. All Toothfairy services including access our online member portal are accessed via a single, award-winning app that's easy to use. You'll find instructions on how to download the app and get started in your welcome email.

Steps to making a claim via the online portal:

STEP 1

Receive treatment

- You can visit any dentist you like to receive treatment, in the UK or abroad, with no need to gain prior approval before starting treatment.
- Please ask for an itemised receipt – including a full description of the treatment and costs - from the dentist when you receive your treatment.



STEP 2

Make a claim

Select 'Make a claim' from the online member portal menu.

- enter the details of your treatment and
- upload a scan or photo of your receipt.

Please note

Treatment, including courses of treatment, must be completed and paid for in full before we can process your claim.

You must submit claims within 12 months of the treatment completion date.

If you receive treatment outside of the UK, the receipt must be in English, or translated into English for us to process your claim.



STEP 3

Payment

We will notify you by email when your claim has been approved and will make payment via a BACS transfer directly into your nominated UK bank account.

It may take up to 5 working days for payment to show in your account after we have confirmed payment of your claim.



If you have any questions, the quickest way to get help is to ask a secure question via our online member portal. You can also contact the Dental team on 0345 850 9439 or use [our online form](#).

Toothfairy services (the 'Services') are provided to Unum Limited ("Unum") customers by third-party specialist providers chosen by Unum. Unum is not the provider of the Services. The Services are entirely separate from the insurance policy provided by Unum. Access to the Services is facilitated by Unum at no cost to the Unum customer, and Unum may change or withdraw access to the Services at any time. Use of the Services are subject to the terms and conditions of the relevant third-party specialist providers. Services are available to UK residents only. For further information, please go to unum.co.uk/frequently-asked-questions/services.

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