

Making an optical claim with Unum Dental



You can visit any optician you like, in the UK or abroad, with no need to gain prior approval before starting treatment. We encourage you to check your Policy Schedule to see if you can claim for your treatment and how much you are entitled to claim before receiving treatment – you'll find a copy of this in the portal.

There's no need to use paper forms – with your policy you have access to our online portal to make claiming quick and easy. You can even use your smartphone.

How to claim online

Please ensure that you ask for an itemised receipt from your optician which contains a full description of your treatment, prescription, purchases and costs. We cannot process any claim without proof of payment. If you have not used an optician to make a purchase for an insured item, please make sure these are clearly listed/specified on any receipt submitted.

STEP 1

Please visit <https://mypolicy.unum.co.uk> and login using your Unum Dental username and password (registration is required to gain access).

STEP 2

Select **'Make a claim'** from the member portal menu, enter the required treatment details and upload a scan or photo of your receipt.

STEP 3





Once you've fully completed the online form, please ensure that you click **'Confirm and submit claim'** to send your claim to us.

If you'd like to check how much you're entitled to claim please get in touch:

 **020 7265 7111**

 **dental@unum.co.uk**

Please note

-  We will notify you by email if 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 (five) working days for payment to show in your account after we have confirmed payment of your claim.
-  If claiming for total and permanent loss of sight as a result of an accident, please also provide details of how and when the accident occurred.
-  You must submit claims within 12 months. We have the right not to pay any claims submitted after this date.
-  If you wish to submit a claim via a paper form, please contact us.