

# Making an optical claim with Unum Dental

The quickest and easiest way to make an optical 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](https://mypolicy.unum.co.uk/NIS/register) to register. If you've already registered, visit [mypolicy.unum.co.uk](https://mypolicy.unum.co.uk) to log in.

Please note, a 2nd email address is required if you have already registered for the portal through a dental plan from Unum.

## 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

#### Receive treatment

You can visit any optician you like to receive treatment, in the UK or abroad, with no need to gain prior approval before starting 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

Claims should be submitted within 12 months. We reserve the right not to pay any claims submitted after 12 months.

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.

### 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](#).