

Improving your customer experience with Trustmark Benefits

Answering your policy questions

How can I manage my account online?

Your customer portal will provide you access to:

- View your current policy details,
- Change your beneficiary designations
- Submit your claim and review your claim status
- Pay your premium

How do I register my account?

- 1 Go to [MyVB.trustmarkbenefits.com](https://myvb.trustmarkbenefits.com) or scan the QR code:
- 2 Click on Register your account and enter your information. You will receive an activation email from us.
- 3 Click on the link in the email to accept.
- 4 Return to the login screen and sign in to confirm a few details.
- 5 Call Customer Service if you have issues setting up your registration or cannot log into your account for any reason.



How do I add my new child to my policy?

Congratulations on a new addition to your Family! Simply call our Customer Care Team to determine your eligibility with adding a new child (natural, legally adopted, or stepchild) to your policy.

What happens to my child's coverage when they are too old to remain on my policy?

Good news! When your child reaches a certain age based on the policy, there is an option to transfer dependent coverage to their own individual policy. Contact the Customer Care Team to begin the process.

What should I do if I need to take a leave of absence from work and will no longer be on payroll deductions with my employer?

Payroll deductions for Trustmark products will cease while you are on leave, which could put your coverage at risk of lapsing. Trustmark will send you non-collect letters for each payroll deduction period that is missed. Detach the bottom portion of the notice and return it with your payment.

Who do I call if I have questions about my policy once I leave my company?

If you change jobs or retire – or your employer stops deducting Trustmark coverage from your paycheck – you don't have to lose your valuable Trustmark protection. Just give us a call. We can set up automatic payments from your credit card or checking account. You can also log into your Customer Portal and set up your payments from there. It's simple, fast and convenient!

How do I find out if my claim has been successfully submitted or if I need status on a pending claim?

- Simply log in to view your submitted claim forms, see updates, find claim payment details or upload documentation.
- Check your claim status online quickly in the Customer Portal.
- You can also contact our Claims Team to help you with your claim submission or get claim status.

How do I know if my policy is a Trustmark Individual or Trustmark Group Plan?

Check your policy/certificate number/identifier to find out! You can find your numbers at myvb.trustmarkbenefits.com.

- If the identifier has letters in it (e.g., ABC0DF), it is an Individual Policy
- If the identifier is only numbers (e.g., 012345) it is a Group Certificate

Adjust Your Benefits to Fit Your Current Needs

Life throws changes your way, both planned and unplanned. To help, your Trustmark policy offers flexible options that allow for your needs to be met. When you are met with any of life's changes, Trustmark can meet you where you're at.

Can I adjust coverage on my Trustmark Universal Life/LifeEvents® (UL/ULE) policy?

There are options to modify your benefit amount to while maintaining long-term care benefits and cash value that fits your current financial situation. Call Customer Care to check your policy's value and discover your options. Be advised, a decrease in your death benefits may also affect other benefit levels such as long-term care.

How will changing the riders affect my UL/ULE plan?

Once you have submitted your request, the rider(s) you selected will be removed or added to your plan. Please note that once a rider is removed from your plan, you will not be able to add it back in the future. After we have processed your request, your premium payments will reflect the change in benefits.

What if I want to adjust the riders on my current UL/ULE plan?

If any of the riders on your plan no longer benefit you, you may have the option to remove them. Altering these benefits will not change the base of the plan. You will be able to maintain the same death benefit just with a different premium payment.

Customer Care

View your policy information online or update contact information anytime.

Individual Plans: (800) 918-8877

Group Plans: (866) 813-7192 x3

Claims Department

Submit a claims form through our online claims portal or by calling customer care:

Individual Products:

(877) 201-9373

ClaimContactVB@trustmarkbenefits.com

Group Products:

(866) 813-7192, x1

GroupClaimsContactVB@trustmarkbenefits.com

Easily access the online claims portal and view policy forms at any time:

[Online claim portal](#)



[Policy forms](#)



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