

How to report a new Payment Protection claim

Please have the covered person's full name, date of birth and address ready. You'll also be asked for the date of event and what caused it.

Option 1: Online

Visit securian.com/benefits

- Select the "bank, credit union, finance company, mortgage company" button.
- Click on "Start a new claim."

Option 2: Claim contact center

Call (800) 328-9442

Monday-Friday

7 a.m. – 6 p.m. CST

Claim process

- Once your claim is received, Securian will review it and notify you if it's 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 by:
 - Visiting securian.com/benefits
 - Calling the claim contact center



Securian Financial is the marketing name for Securian Financial Group, Inc. and its subsidiaries. Minnesota Life Insurance Company, a Securian Financial Company, is the administrator of the credit union's debt protection program.

