

Four Convenient Ways to File a Claim

We make it easy.

Reliance Matrix makes it easy to start any benefit claim. Knowing what to do, and what to expect, will help you get prompt, appropriate service and improve your overall experience.



24/7 Online

File securely at
reliancematrix.com.



Mobile

Our site is mobile-responsive: Just tap, or scan the code above.



By phone

Speak to an intake specialist weekdays 9AM–9PM Eastern.
Toll-Free: 855-RSL-CLAIM
(855-775-2524)



Email or fax

You can also email your scanned claim form to ClaimsIntake@rsli.com or fax to 267 256-4262.

You will need a valid email address and some general information to get started. You will not need your policy number to submit a claim. Depending on which type of claim you are submitting, you should be ready to provide information such as: name, address, gender, date of birth, phone number, Social Security number, employer's name and address, your injury/condition and physician or medical provider information.

After we receive your submission, we will contact you to verify your information and gather any additional information needed to process your claim and discuss next steps.

HAVE A QUESTION? Many claims inquiries can be answered 24/7 on our website, reliancematrix.com (just click Customer Care) or through our telephonic Customer Care system: 1-800-351-7500. Customer Care Representatives are available weekdays from 8 AM – 7 PM eastern time.

For more information, visit reliancematrix.com.