

How to Report a New Claim

Thank you for purchasing Debt Protection or Credit Insurance offered to you by Redstone Federal Credit Union.

Start the claim process with Securian Financial:

Option 1: Visit securian.com/benefits

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

Option 2: Call the claim contact center at 1-800-328-9442

IMPORTANT INFORMATION:

- Securian will notify you once your claim has been reviewed, whether it’s approved, denied, or requires additional information.
- Please continue making the loan payments until a claim decision is communicated to you.
- Check the status at securian.com/benefits or by calling the claims center.

Please have this information ready about the covered person:

- Full name
 - Date of birth
 - Address
 - Date of event
 - Cause of event
-

Questions?

Access your claim status at securian.com/benefits or call 800-328-9442.

Monday – Friday

7:00 a.m. – 6:00 p.m. CT.

Special Instructions: For claims related to a protected credit card, please contact Redstone at 256-722-8365.



Securian Financial is the marketing name for Securian Financial Group, Inc. and its subsidiaries. Insurance products are issued by Minnesota Life Insurance Company or Securian Life Insurance Company, a New York authorized insurer. Minnesota Life is not an authorized New York insurer and does not do insurance business in New York. Both companies are headquartered in St. Paul, MN. Each insurer is solely responsible for the financial obligations under the policies or contracts it issues. Product availability and features may vary by state. RFCU does not warrant, guarantee, or insure any product or service offered by Securian Financial Group Inc.