



The City of Torrance understands the value of income protection for you and your family. That is why we offer short and long term disability coverages to "qualified" employees.

Please follow these easy steps when you need to file a Short Term Disability (STD) claim for a qualifying non-occupational injury or sickness.

### **STEP 1: Initial Claim Filing**

Please report the short term disability claim by calling the Event Reporting Center at:

**1-877-203-0549**

Please have the following information available when you call:

- Your name, Social Security number, date of birth, date last worked and date of hire.
- Your employer's name, address and telephone number.
- Your supervisor's name and telephone number.
- Your physician's name, telephone number and fax number.
- A description of your injury or illness.
- A description of your occupation.

### **STEP 2: Response from Event Reporting Center (ERC)**

Within 24 hours the Event Reporting Center notifies The City of Torrance that you are filing a claim and faxes an Attending Physician Statement to the appropriate physician to be returned to Reliance Standard.

### **STEP 3: Employee signature**

The Event Reporting Center also mails an acknowledgement letter and Intake statement to you with the information collected during the initial call. You must sign the letter and return it to Reliance Standard.

### **STEP 4: Claim Processed**

Upon Reliance Standard's receipt of the signed Intake statement, Physician statement, and Employer statement, the claim examiner can begin to evaluate your claim.

### **Important Notes:**

- Earnings and eligibility are verified by The City of Torrance.
- All necessary information must be received within 45 days of the date the claim is filed. Otherwise, the claim file will be closed.