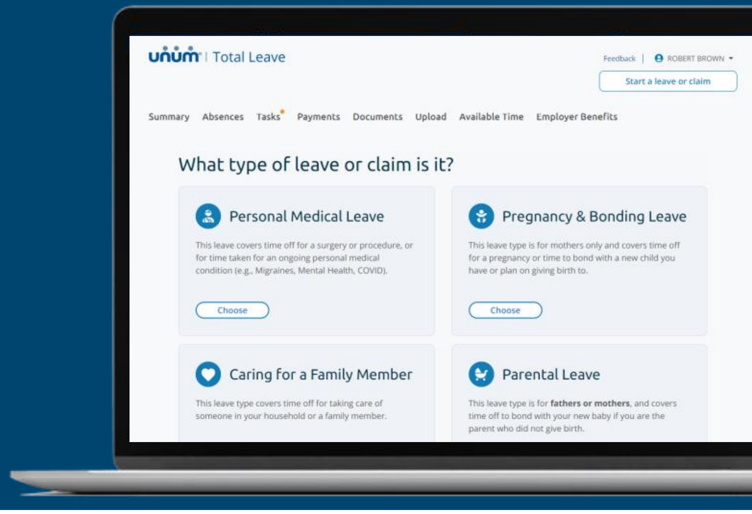
unum | Total Leave

Total Leave FAQs



When can I begin using the Total Leave Employee Portal?

- You can only use the Total Leave Employee Portal as of the go-live date by visiting **https://portal.unum.com**, registering for an account, logging in and clicking “Start a leave or claim.” See the **Total Leave Claim Filing Instructions Flyer**.
- Submit any leaves or claims before then (even just a couple of days prior) through the MyUnum portal at **https://login.unum.com**.

Is there an app?

- No. The Total Leave Experience is a complete, end-to-end web-based tool that can be viewed on a mobile device or desktop computer.

How do I contact Unum for help?

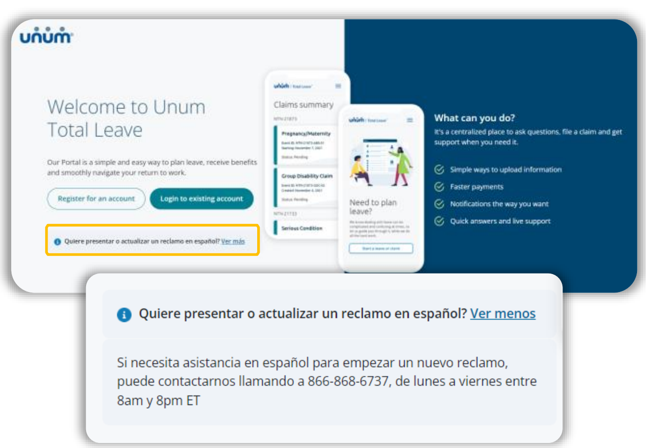
- Visit **https://portal.unum.com** to connect with specialists from our Unum Contact Center via live chat or at **866-868-6737** by calling directly or using through the schedule-a-call feature in 1-hour increments, Monday-Friday from 8 a.m.-8 p.m. ET. If the live chat is needed after 8 p.m. ET, please schedule a call for the next day.

Are translations available for other languages?

- Unum partners with vendors for live-call translations and translation of medical documents completed in a language other than English.

Are additional translations available for Spanish speakers?

- The Total Leave Employee Portal landing page has a note in Spanish that asks if you need to file or update a leave/claim in Spanish with a link to see more. Once you click See More, more text appears that will direct you to call **866-868-6737**, Monday-Friday from 8 a.m.-8 p.m. ET, and select the prompt for assistance in Spanish. A Unum specialist will then connect you to a third-party translation service to assist further.
- Unum also provides a Spanish version of the **Total Leave Employee Education Flyer** that explains what Total Leave is, how it can be used, main product features and how to access the portal.



How can I plan leaves/claims in Total Leave?

- During submission, you can explore leave types like intermittent leave for a condition (migraines, for example) or consecutive leaves of absence. You will follow the on-screen questions to plan your leave and choose dates in a calendar view to see an estimate of the percentage of income that you may receive during your time away, the number of days that can be taken and other resources that are available.
- You can map out multiple leaves or claims in the calendar view and click “Submit” when ready.
- Once the request is submitted, an initial determination is made. If approved, your time away from work and the income replacement can be viewed in the leave event card on the Summary page.

How do I send medical documents?

- The Tasks feature will notify you when medical documentation is needed. Documents can be submitted through the Tasks tab on the Total Leave Employee Portal Summary home page or the Upload tab. You can view all documents within the Documents section.

How do I set my communication preferences in the Total Leave Employee Portal?

- You will access Account Settings through your profile icon to update email addresses, phone numbers, passwords and two-step verification information and sign up for push notifications, which will include any outstanding tasks.
- You will be able to track your absence(s) through the Total Leave Employee Portal. Email frequency and the recipients of these notifications can be changed in Settings at any time. You can also opt out of certain notifications. Emails may look different visually.

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