

MassMutual® Life Claims

A Personalized Experience

Since our founding in 1851, MassMutual’s purpose – to help people secure their future and protect the ones they love – is one of the many reasons clients trust us to deliver on the protection they put in place for their loved ones.

This is why, MassMutual offers beneficiaries a personalized claims experience, during an incredibly difficult time. It gives them the ability to choose how they want to work with us when it is time to submit a claim. Additionally, we strive to pay benefits in a timely manner that exceeds their expectations.

Life Claims Facts

- **5-Day Express Claims**
An expedited quick claims process
- **\$3.6 Billion**
Life insurance benefits paid¹
- **23,900**
Policy claims paid¹
- **92+%**
Consumer Satisfaction rating¹



Many states allow insurance companies **30 to 60 days** to review and close life insurance claims.

Our goal is to process claims in

25 days

or less

Every step of the way, from the time a claim is started to when the benefit is paid out, MassMutual is here to help.

¹ As of year-end 2022.

Life insurance products issued by Massachusetts Mutual Life Insurance Company (MassMutual) and its subsidiaries, C.M. Life Insurance Company (C. M. Life) and MML Bay State Life Insurance Company (MML Bay State), Springfield, MA 01111-0001. C.M. Life and MML Bay State are non-admitted in New York.

