

myFBMC.com Online Claims Submission Instructions

Follow these simple instructions to submit your completed claim form and supporting documentation online through **www.myFBMC.com**. Instructions are also available online, or contact the **Customer Care Center** for assistance.

Please note:

- Acceptable document formats are **.pdf**, **.jpg**, **.bmp**, or **.gif**.
- Individual file sizes cannot exceed **3 megabytes**. The total size of all attached files cannot exceed **10 megabytes**.
- Scans must be in black and white, not color.
- Be sure to have your **completed claim form** and **supporting documentation** scanned before beginning the process. Refer to your scanner's instruction manual for information on saving your documents in the proper format and within the acceptable file size limit.

If you choose to scan your claim and supporting documentation, please be sure to read the following instructions.

1. To use the Online Claims Submission process, you must first log in to your account at **www.myFBMC.com**.
2. Once you have logged in, click on the "**My Account**" tab at the top of the screen, then choose "**Online Claim Form**" from the drop down menu.
3. From here, simply follow the online instructions:
 - Choose the account type for which you are submitting a claim.
 - Enter the dollar amount of the claim in the appropriate box.
 - If prompted, select what type of claim you are filing (you may choose one or more option(s) from the list to identify the type of claim). Please note that depending on the account type you chose above you may or may not be required to provide this information.
 - Click "**Next**".
4. Follow the instructions on the next page:
 - Attach your completed and signed claim form.
 - Attach your supporting documentation (receipts, invoices, etc).
 - Click "Submit".
5. Be sure to write down the confirmation number for future reference.

If you receive any errors or the confirmation page does not load, it is possible that the file sizes of your scanned documents exceed 3 megabytes individually (or 10 megabytes total for all attached files) or they are not the appropriate document format. Double-check the file sizes and make adjustments if necessary by rescanning the oversized documents and making sure they are .pdf, .jpg, .bmp or .gif files. Contact the **Customer Care Center** if you have any questions.