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POLICY AND PROCESS UPDATE

FMLA REQUEST

Family and Medical Leave Act

New Way to Submit Your FMLA Leave:

STEP 1

All FMLA requests must now be submitted directly through the New York Life Group Benefit Solutions website: myNYLGBS.com



❌ Do not submit FMLA requests in UKG Pro under HR Live. As of August 1, 2025 all requests go to NYL.



STEP 2

Let your supervisor know that you're requesting FMLA leave as soon as possible.

STEP 3

Register on the New York Life (NYL) website: myNYLGBS.com or call:



📞 888-842-4462 or 866-562-8421 (Español)

A representative will assist you.

✅ If you submit a claim, save or print a copy for your records.



STEP 4



Use the [NYL Reference Guide](#) to ensure your request is submitted correctly.

Need help? Contact the representative:
📞 888-842-4462

STEP 5

NYL will review your claim and notify you of your eligibility determination.



POLICY

📖 For full details, refer to the Leave of Absence Policy in the Employee Handbook or find it on the Buzz Employee Essentials > [Employee Handbook](#).



Need help registering?
Contact technical assistance:
1 (800) 644-5567

Sign up for text notifications.
Tell your New York Life Group Benefit Solutions (NYL GBS) claim manager or sign up online at myNYLGBS.com after you've submitted your claim.