

## Customer Service Interactive Voice Response System

The IVR system is:

**Easy.** Thanks to new technology IVR (Interactive Voice Response) systems are easier to use than ever before. This guide provides you with all the information you need to use the IVR system. It also explains the IVR system's special features and the type of information it provides on policies and payroll accounts.

**Fast.** You have immediate access to information on your policy, including policy status, claim status, and much, much more. Our payroll customers will have access to information, such as account status, invoice status, servicing associate information, and much more.

**Convenient.** The IVR system is available 24 hours a day, 7 days a week.

**State-of-the-Art.** The IVR system uses cutting-edge technology. As you speak or enter information from your touch-tone telephone, the phone functions as a data terminal from which you enter information.

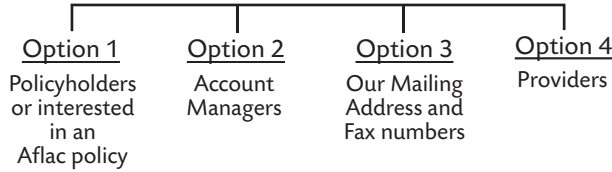
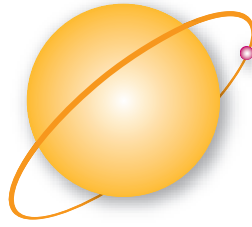
It's as easy as **A-B-C** and **1-2-3**.

## To Access and Use Aflac's Automated System

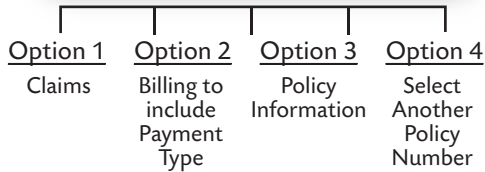
- I. Dial 1-800-99-AFLAC (1-800-992-3522).
- II. You will be prompted to select from one of the following four options:
  - Press 1** if you are a policyholder or interested in becoming a policyholder.
  - Press 2** if you are an account manager.
  - Press 3** for Aflac's address and fax numbers.
  - Press 4** if you are a provider.
- III. If you choose Option 1, you will be prompted to select from one of the following three options:
  - Press 1** to enter the primary insured's Social Security number.
  - Press 2** to say the policy number.
  - Press 3** if you are interested in an Aflac policy.

*If you choose Option 1 or 2, you will be prompted for the primary insured's date of birth (MMDDYYYY) and the ZIP code.*
- IV. If you choose Option 2, you will be asked to provide the following information to access the system:
  - Payroll account number (must be spoken one character at a time)
  - Your four-digit account PIN, which can be found on your Aflac invoice (must be keyed)
- V. If you choose Option 3, you will hear Aflac's mailing address and fax number for Claims and Policy Service.
- VI. Option 4 is for Aflac providers. Select this option if you are a doctor's office or hospital.

# Main Menu

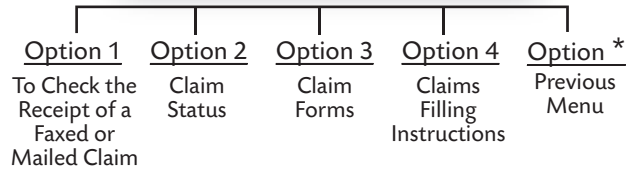


## Policyholders Menu (Option 1)



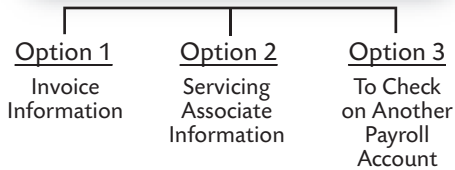
**Option 2:** Obtain policy status, premium amount(s), and find out whether the policy has been removed.

## Claims Menu (Option 1, 1)



**Option 1:** Check on the received date. Learn whether the claim is in process or whether it has been paid, pending, or denied. Learn the check number, check date, and amount paid.

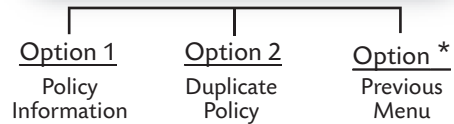
## Account Managers' Menu (Option 2)



**Option 1:** Get an invoice number, due date, amount billed, amount received, and invoice status (on the last three invoices printed). Order a duplicate invoice.

**Option 2:** Learn the servicing associate's name and telephone number.

## Account Managers' Menu (Option 1, 3)



**Option 1:** Learn policy status, type of coverage, effective date, and servicing associate's name and telephone number.

**Option 2:** After validating the address on file, you can order a duplicate policy. Please allow 7–10 business days for mail time.