

Welcome To



You are now part of the Aflac Family, and we want you to feel at home. You will be able to quickly find all of the tools you need inside.

**American Family Life Assurance Company of Columbus (Aflac)
Worldwide Headquarters • Columbus, Georgia 31999
aflac.com**

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Welcome to Aflac!

We appreciate your business and look forward to serving you. At Aflac, the products we sell are promises—promises that we keep.

As a member of the Aflac Family, we want you to have this Quick Reference Guide that provides all the information, tools, and assistance you need to help you with your Aflac benefits.

We are pleased to have you
as a member of our Aflac Family.



Servicing Choices

Mail forms and documents to:
1932 Wynnton Road • Columbus, GA 31999

Visit us at: aflac.com

For assistance with benefits, click **Benefit Managers**.

For claim forms, click **Policyholders** and select
Get a Claim Form.

Send your faxes to:

Claims – 1.877.442.3522

Policy/Invoice Changes – 1.800.448.8922

FSA Claims – 1.877.353.9256

Contact us:

(Interactive Voice Response available 24/7)

Customer Service Center (8 a.m. – 8 p.m. Eastern time)

1.800.99.AFLAC (1.800.992.3522)

Press 1 for Policy Service.

Press 2 for Accounts.

En Español (8 a.m. – 6 p.m. Eastern time)

1.800.742.3522

Quick Service Tool Kit

Making Changes to Your Invoice

- Use the codes on your invoice to indicate the reason for the change.
- Provide an address for policyholders who should be billed at home.
- Allow one billing cycle for your changes to appear.

Applications Pending Approval

- Your invoice will show the status of applications pending approval.
- You may remit deductions already made for these applications.
- We will refund these deductions if the application is not issued.

Sending Your Payment

- Please pay your invoices in the order that you receive them.
- Please write the invoice number(s) on the payment stub and check.
- Include a copy of your invoice if you make adjustments to it.
- Help us help you by including your payment stub with your payment.

Premium Deduction Information

- Deductions should begin one month before the due date of the first invoice.
- Your Aflac representative provides the date you should begin deductions.
- Your Aflac representative will also give you deduction cards for your records.

To Prevent Delays in Claim Processing, Employees Should:

- Complete and sign a claim form.
- Complete all the patient/policyholder information.
- Include the policy number(s) on all documents.
- If applicable, have the doctor complete the Physician's Statement section.
- If filing for disability benefits, have your employer complete the employer section.
- Attach all applicable itemized billing and/or supporting documentation.

Cafeteria Plans

- Coverage modifications made before the end of the current cafeteria plan year must be made in the event of a change in status (example: marriage, divorce, birth, adoption, death, or change in employment status). You are the plan sponsor and bear sole responsibility for making this decision.

Online Billing

If you use a spam blocker, please allow e-mails from OnlineServices@aflac.com and Aflac_Inc_Online_Svcs@xmr3.com.

What's in it for you?

- Save time and money because your payments and changes process faster.
- Access your invoices 24/7.
- Receive an e-mail response to inquiries within 48 hours.

Want Online Billing?

To enroll:

- Log in to **Online Services**.
- Click on **myaccounts**.
- Click on **Billing Information**.
- Click the **Activate Online Billing** button.

After you have Activated Online Billing, you will receive a welcome e-mail.

Have Online Billing?

- You'll get an e-mail informing you that your invoice is ready to be reconciled.
- Log in to **Online Services** > **myAccounts** > **Invoices**.
- Reconcile your invoice, adjust premium deductions, and provide all necessary updates (example: employee terminations, policy cancellations, etc.).
- Finish your changes and choose your payment method.
- Click the **Submit** button
- All online, all the time!

