

Aflac online access

To access and manage your coverage online, visit www.aflac.com or download the MyAflac® mobile app to register your account. There is a login menu at the top left. Choose the **Individuals** option and follow instructions to register.

The most efficient way to register will be using your certificate number, date of birth and zip code. Your certificate number can be found in the welcome packet you recently received from Aflac or you may obtain it by calling Aflac Customer Care at 800-433-3036.

Once registered, you can take advantage of these features, available 24/7:*



Submit a claim and track the status:

Simply select **new claim**, answer a few questions about what happened and upload your supporting documents.

To prevent delays in processing your claim, be sure to:

- Enroll in direct deposit for faster claims payment. Make sure to have your account and routing numbers on-hand.
- If applicable, upload your completed Physician's Statement.
- Sign your claim digitally in the indicated areas and upload all billing and supporting documentation.
- Once submitted, you can track your claim status as it is processing.

***Registration of a new MyAflac account can take up to 24 hours to take effect.**

To download the MyAflac® mobile app, visit your device's app store.



MyAflac (4+)
Aflac Inc.
Designed for iPad
★★★★★ 4.5 + 6.1K Ratings
Free



MyAflac
Aflac US Finance
Everyone
This app is available for all of your devices
You can share this with your family. [Learn more about Family Library](#)



Have questions? Connect whenever you need us 24/7 by scanning the QR code on the left, logging in to your account or chatting with us at aflacgroupinsurance.com.



To submit your claim by mail, send your completed forms and supporting documents to P.O. Box 84075 Columbus, GA 31993, Attn: Claims Department.

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Aflac herein means Aflac and/or Aflac of New York and/or Continental American Insurance Company and/or Continental American Life Insurance Company.