

# Managing your policy has never been easier

To access and manage your policy online, visit [aflac.com/myaflac](https://aflac.com/myaflac) to register your account.

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



### Submit a claim:

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.
- If applicable, upload your completed Physician's Statement.
- Sign your claim digitally in the indicated areas and upload all billing and supporting documentation.



### Track your claim status:

Check your claim status, upload additional documents and read messages about your claim as it is in processing.



### Manage, view or update your policy:

We're here to make managing your policy easy. Access information about your Aflac coverage, set up direct deposit, make payments and more.

To take advantage of Aflac Always®:

- Go to My Account.
- Click the Aflac Always section.
- Select Enroll to protect eligible policies, choose when and how to pay your premiums and provide your choice of payment method. Then select Review and Submit.
- We'll notify you in advance when your payment status changes and auto-payments will begin.



### To submit your claim by mail, send your completed forms and supporting documentation to:

Aflac, Attn: Claims Dept., 1932 Wynnton Road, Columbus, GA 31999



**Have questions? Connect whenever you need us 24/7 by scanning the QR code on the left, logging in or chatting with us at [www.aflac.com/contact-aflac](https://www.aflac.com/contact-aflac).**



\*Registration of a new MyAflac account can take up to 24 hours to take effect. Life and Long-Term Care policies and coverage in Puerto Rico do not qualify for Aflac Always but can be switched to direct billing once the employer has paid its final Aflac invoice. Coverage is underwritten by Aflac. In New York, coverage is underwritten by Aflac New York. WWHQ | 1932 Wynnton Road | Columbus, Georgia 31999 | [aflac.com](https://aflac.com). 22 Corporate Woods Boulevard, Suite 2 | Albany, New York 12211.

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