



## Aflac Group Insurance Claim Forms

Aflac Group makes it easy to file a claim.

What type of coverage are you filing a claim?

We're here to help you. Each of our representatives is prepared to answer your questions about your plans, and we're proud to offer interpretation services for more than 50 languages. We look forward to helping you.

Q. How do I file a claim?

A. Our claim forms are available under the Filing a Claim tab. Please read and follow the detailed instructions for each applicable form, making sure to complete it in its entirety and signing where requested

Q. Are there online options for claims filing?

A. Yes, you can submit your claim online at [aflacgroupinsurance.com](https://aflacgroupinsurance.com). Access the Customer Service option and follow the "File a Claim" process.

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### What type of claim would you like to file?

- Wellness Claim
- Hospital Indemnity Claim

**Customer Service Center 800.433.3036 | [cscmail@aflac.com](mailto:cscmail@aflac.com)**

This is a brief overview only. The plans have limitations and exclusions that may affect benefits payable. Refer to the plans for complete details, limitations and exclusions. Coverage may not be available in all states.

Continental American Insurance Company (CAIC), a proud member of the Aflac family of insurers, is a wholly-owned subsidiary of Aflac Incorporated and underwrites group coverage. CAIC is not licensed to solicit business in New York, Guam, Puerto Rico, or the Virgin Islands. For groups situated in California, group coverage is underwritten by Continental American Life Insurance Company. For groups situated in New York, coverage is underwritten by American Family Life Assurance Company of New York.

"Aflac" pertains to American Family Life Assurance Company of Columbus, American Family Life Assurance Company of New York, Continental American Insurance Company and Continental American Life Insurance Company. Columbia, South Carolina ©2018 Aflac Incorporated.

# Aflac's claims process:

## Peace of mind when you need it most

If you're sick or hurt, the last thing you need is an insurer that drags its feet when it's time to pay your claims. Aflac prides itself on being an insurer with a difference: Our goal is to process and pay, not deny and delay. That's why we make it easy to file your claims online. Here's how:



**Aflac helps pay expenses health insurance doesn't cover** – and because your medical bills won't wait, we do so promptly and fairly. In fact, we paid 7.1 million claims last year to people just like you: people who trusted us to keep our promises.<sup>2</sup> For all other plans, download the proper forms and follow the instructions for filing by fax or email.



**1 second**

We pay a claim every second between Aflac Individual and Aflac Group\*



**7.1 million**

Aflac Individual and Aflac Group Claims paid in 2018<sup>2</sup>



**2 days**

Average processing of Aflac Group Claims.

**Get to know Aflac.**  
Visit [aflacgroupinsurance.com](http://aflacgroupinsurance.com) to learn more.

<sup>1</sup> Aflac proprietary data, 2019.

<sup>2</sup> Aflac proprietary data, 2018.

\*Based on a 40-hour work week, 52 weeks a year.

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