

# How do I file a claim?

When you have a qualified claim, Aflac sends the payment directly to the policyholder via check or direct deposit. The policyholder decides how to disburse the funds (pay medical bills, buy groceries, put gas in the car, pay for childcare, etc.).

- ▶ Go to [www.AflacGroup.com](http://www.AflacGroup.com)
  - ▶ Click on Customer Service, click on File a claim. Complete the online form, upload supporting documentation, and submit all of your information to Aflac electronically.
  - ▶ Download and print an Aflac claim form. Submit via mail, fax, or email (found on form).
- ▶ Register at [www.Aflac.com/MyAflac](http://www.Aflac.com/MyAflac)
  - ▶ Complete the online form, upload supporting documentation, and submit all of your information to Aflac electronically.
- ▶ Download the MyAFlac app from the app store
  - ▶ Complete the online form, upload supporting documentation, and submit all of your information to Aflac electronically.
- ▶ **Aflac Group Customer Service: 800.433.3036**