

AFLAC INDIVIDUAL EMAILS

Express Services (EDI files, change files, automation)	ExpressServices@aflac.com
New Account Setup - Establishes/processes all payroll account authorizations to include payroll, non- payroll and Employee Direct Bill (EDB).	NAS@aflac.com
New Business - Reviews and processes individual new policy applications.	PendedBusiness@aflac.com
Account Level Changes – Account Cancellations, Account mode changes, etc.	PSUS-AccountSvc@aflac.com
Policy Level Changes – Policy Cancellations, Policy Additions/Deletions etc.	PolicyServiceUS@aflac.com
Payment Services for Individual Accounts - If an account wishes to email adjustments for paying invoice (include acct #, check #, invoice #)	GroupChanges@aflac.com
RPM - Maintains reporting for Aflac Field Force and Brokers. Special reporting requests.	RPM@aflac.com
Individual Account Underwriting & Proposals (formally Special Exception Request Team-SER)	AccountUW@aflac.com
Field Compensation - Supports inbound calls for Aflac Field Force. Financial Services Only. (i.e. statement/commission, direct)	FCSTInquiries@aflac.com
AAOD Saturday Appointments	AAODSaturdayAppt@aflac.com
ACA Flyer	Field Force Services > Products and Services > Value-added Services > Group or Individual Value Added Services > ACA Reporting
Account Transfer Team (ATT) - can add, delete, or change the Broker Block's writing number, sit code, level, and start/stop date per request from the Market Office.	AccountServiceSupp@aflac.com
Claims Account Experience Request – For Aflac Individual Only	Complete the required form and email to: ClaimsExpReport@aflac.com
Ordering Wellness Benefit History Reports	Field Force Services > CIS > Enter Account # > Wellness/PVB/HSB Information

AFLAC GROUP EMAILS

Aflac Group (Under 1000) Implementation Service Team – Set-up Team for Enrollments	Please reach out to the assigned Client Coordinator. If unknown, please email AflacCaseAssignment@aflac.com
Aflac Group Claims - Claims is responsible for reviewing/processing certificate holder claims for all lines of business.	GroupClaimFiling@aflac.com
Aflac Group (Under 1000) Customer Service, Billing, AOR	AccountServices@aflac.com
Case Set up forms/ANF Forms/Agent Notification spreadsheet	AflacGroupCaseSetup@aflac.com
ANF Forms for Hierarchy Updates Compensation Inquiries Schedule A/5500 Requests 1099 Requests GEF Requests Change Direct Deposit Requests Contracts Licenses Appointments Direct Deposit Terminations Change of Address Requests Agent Validation Inquiries	For internal employees to include BSPs, Sales Managers and Market Offices, please submit a request via the <i>Aflac Group Sales Contracting & Compensation SharePoint</i> http://departments.aflacworkplace.com/sites/aqcompliance/salesandcomp/SitePages/Home.aspx All others to include Field Force please submit via the AGI-SalesContrComp@aflac.com inbox
Custom Commission Structures - For exceptions related to commissions outside of the standard structure/guidelines. <i>NOTE: CUSTOM STRUCTURES/HIERARCHIES MUST BE SUBMITTED ANNUALLY BEFORE OPEN ENROLLMENT VIA ANF FORMS</i>	For internal employees to include BSPs, Sales Managers and Market Offices, please submit a request via the <i>Aflac Group Sales Contracting & Compensation SharePoint</i> http://departments.aflacworkplace.com/sites/aqcompliance/salesandcomp/SitePages/Home.aspx All others to include Field Force please submit via the AGI-SalesContrComp@aflac.com inbox
New Business – Aflac Group Only	NewBusMail@aflac.com

Payment Services for Group Accounts - If an account wishes to email adjustments for paying invoice (include acct #, check #, invoice #)	ClientServices@aflac.com
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AFLAC NEW YORK EMAILS

Account Level Changes – Account Cancellations, Account mode changes, etc.	PSNY-AccountSvc@aflac.com
Policy Level Changes – Policy Cancellations, Policy Additions/Deletions etc.	PolicyServiceNY@aflac.com
NY pended business – corrections to apps	MyNYPendedapp@aflac.com
NY new business inquiries/information	aflny-newbusinessrequest@aflac.com

MISCELLANEOUS

Aflac Organizational Chart (Email addresses, phone & fax numbers)	Field Force Services > Training & Resources > Headquarters Support > Contact Us > Aflac Org Chart
Aflac Trust	AflacTrust@aflac.com
BCLM Related Inquiries	BrokerCRMSupport@aflac.com
CCLM & EPS for Market Office	EPS@aflac.com
Broker Sales Governance Committee Levelized Commissions & Field Production Credit Exceptions for Broker Package 4	For internal employees to include BSPs, Sales Managers and Market Offices, please submit a request via the <i>Aflac Group Sales Contracting & Compensation SharePoint</i> http://departments.aflacworkplace.com/sites/agcompliance/salesandcomp/SitePages/Home.aspx All others to include Field Force please submit via the AGI-SalesContrComp@aflac.com inbox
Regional Sales Coordinator Escalation Form (CEP) <i>(RSCs or Market Offices must submit CEPs)</i>	Field Force Services > Contact Us > Coordinator Escalation Fax Sheet https://sell.aflac.com/~/_/media/FFS/Files/Global%20Forms/Coordinator%20Escalation%20Process/Coordinator%20Escalation%20fax%20sheet%20doc.pdf CEPs may be faxed or emailed to CEPs@aflac.com
Certification Questions	AflacSalesAcademyLearning@aflac.com
CP Clicker	App Store
Digital Team – Aflac.com	Digital@aflac.com
Do Not Call List (Must be submitted by SSC or State Office)	DoNotContact@aflac.com
Enhanced Billing Solution Inquiries (EBS/Paylogix)	EnhanceBillingSolution@aflac.com
Everwell	Support@EverwellBenefits.com
HQ Production Credit Exceptions	ContestAdmin@aflac.com
Paylogix Team – Aflac IND & AGI Combined Billing	PLGXBilling@aflac.com

FORMAL PROPOSALS

Individual Products Only	Visit FFS, fill out the RFP form and email the RFP package to AflacCorporatebids@Aflac.com
Group Products Only (Under 1000)	Contact your market office for assistance. They will create your proposal using our Enterprise Proposal System
Individual & Group Products (Under or Over 1,000 for Group)	Visit Eforms on FFS, fill out the PIF form and email the RFP package to ABCForms@Aflac.com and AflacCorporatebids@Aflac.com

INFORMAL PROPOSALS

Individual Products (Over 1,000); Group Products (Under 1,000)	Email the RFP package to AflacCorporatebids@Aflac.com
Individual Products (Self-Generated)	Everwell is the best way to produce a self-generated, informal proposal. For details, refer to Everwell basic designation training. Proposal templates can also be found in Sales Marketplace on FFS

VALUE ADDED SERVICES

Flyers	Web Ordering
Aflac Group VAS Questions	VAS@aflac.com
Aflac Individual VAS Questions	ProductStrategy@aflac.com
Dentegra Assistance	Everwellsupport@dentegra.com
Questions from the Field	Jon Hethcox - JHethcox@aflac.com
Advocate Call Center for Certificate Holders	855.423.8585

ENROLLMENT INTEGRATION CONTACTS

Beth Drumm	Phone: 706.796.2960 Email: BDrumm@aflac.com
Louise Carlisle	Phone: 706.320.2443 Email: LCarlisle@aflac.com
Anthony Indovino	Phone: 803.354.4138 Email: AIndovino@aflac.com
Dane Knowles	Phone: 803.851.2295 Email: DKnowles2@aflac.com

*Assignments on Sharepoint: <http://departments.aflacworkplace.com/it/enrollmentsolutionintg/Integration/default.aspx>

HQ - UNDERWRITING

Adverse Underwriting Appeals Form	Form #: A-10663 Fax: 706.596.5085
ExamOne Vendor	877.933.9261
Long Term Care Group (LTCG) Vendor	866.890.0349
Underwriting	Field Force Services > Selling Aflac > Closing the Deal > Enrolling Insured > Underwriting
Underwriting Form for Replacement & Cancellation	M-0979B

COMMISSIONS & COMPENSATION

Aflac Traditional Field Compensation Questions	FCSTInquiries@aflac.com
Broker Block/Indicators Change Requests	BrokerofRecord@aflac.com
Broker Services Technical Support	FCCHelpdesk@aflac.com

PAYMENT REMIITTANCE ADDRESSES

Individual Products Only	Group Products Only	Paylogix Combined billing Individual & Group
Aflac Attn: Remittance Processing Center 1932 Wynnton Road Columbus, GA 31999-0797	Aflac Group Insurance PO Box 84069 Columbus, GA 31908-4069	Aflac Premium Holding C/O BNB Bank Lockbox P.O. Box 1218 Center Moriches, NY 11934

FAX NUMBERS

Aflac Group Cancellations/SRF	866.849.2974	New Business Reissues	706.243.5545
Aflac Group Claims	866.849.2970	NY New Acct Setup	888.627.2469
AGI NBS	866.849.0016	NY Policy Service	888.694.1265
Aflac Ind Acct Billing Department	706.660.7284	NY Pended Business	888.279.1141
Coordinator Escalation Process CEP (form required when faxing)	866-350-4097	NY Licensing	888.756.2516
Aflac Individual Claims	877.442.3522	Individual Policy Services	800.448.8922
Contest Administration	706.317.6136	Payment Services / Reconciliation	706.660.7177
Field Compensation	706.660.7299	Special Investigations Unit	706-660-7159
Field Contracting	706.660.7533	Supply (Inventory Services)	706.596.5995
Medicare – CHCS Claims	978.964.0181	Underwriting	706.596.5085
Medicare – CHCS Correspondence	850.438.8478	Wage Works Agents Completed SRAs, Renewal Checklist & Co-Pay Form	855.501.4833
Medicare – CHCS Applications	888.312.1974	Wage Works Agents New Employer Acct Auth Forms	866.672.1632
New Account Set-Up	866.235.6272	Wage Works EE Support	877.782.8889
New Business	706.596.5939	Wage Works ER Support	877.220.3251

PHONE NUMBERS

AAOD Setup Only	855.201.0223	Everwell – Field Support	855.411.4427
AAOD / New Account Setup General Questions	800-462-3522	EZ Shield Customer Service	866-826-8851
Aflac Credit Union	800.423.5228	Field Compensation & Contracting	800-462-3522
Aflac NY Associates	800.743.2326	IT Service Center (Field Force)	800.282.3522
Aflac NY Policyholders	800.366.3436	Medicare-CHCS	855.207.2078
AGI Agent Services (Validation/Comp/Contracting)	866-289-2352	NAPA Insurance	800.593.7657
AGI (PAS) Call Center (under 1000 lives)	866.319.8089	Investor Relations	800.235.2667
AGI U1000 Re-Enrollment Call Center	888-515-1874	Special Investigation Unit	800-578-3107
AGI Customer Service	800.433.3036	Shareholder Services	800.227.4756
Benefit Services (Flex One and Transit One)	800-323-5391	Vendor Contract (for Certificate Holders)	855.423.8585
Broker Hot-Line	877.772.3522	Wageworks Associates	855.299.4385

PHONE NUMBERS (continued)			
Coordinator Service Line	1-833-235-2272	Wageworks EE Support	800.950.0105
CSC Associates	800.462.3522	Wageworks ER Support	888.342.3532
CSC Policyholders	800.992.3522		
CSC Hispanic Line	800.742.3522		