

ACTION NEEDED:

Help expedite premium remittance changes for your clients

Aflac is changing banking partners to improve the customer experience – and that means clients who send payments to Aflac by check, ACH or wire transfer will need to update their payment details. This flyer will help you tackle any questions your groups may have when they update the account number or address on the payments they send to Aflac.

Why are we changing? With this change, we're introducing dedicated lockboxes and regionalized mailing centers to bring premiums in-house faster and lower emissions by reducing the distance some mail travels.

Banking updates

Please review the updated address, account and routing number for each organization so you can verify whether clients have updated their billing information. If the last four numbers of the bank account do not match what your client has on record, they should refer to the communications they received directly from Aflac or contact our Customer Solutions Center at 1-877-499-8610 for traditional coverage or 1-844-440-1058 for group coverage. Customers with Premier Life, Absence and Disability questions should direct them to their assigned client manager. **Remember, if groups have products from two or more organizations, they must submit separate payments to each entity. No banking changes are required for Aflac Dental and Vision.**

New account numbers

Payment center location	Checking account no.
PNC Bank routing number for ACH and Wire: 043000096	
Traditional - Columbus/NY	
Columbus	7539
New York	7512
CAIC - Columbia/NY	
CAIC	8224
CAIC NY	8208
PLADS Aflac Paper	
PLADS	3365
PLADS NY	3429

New payment center addresses

Billing stubs included with your statement are updated automatically. If you insert that stub into the windowed envelope with your payment, no change of banking information is necessary.

Aflac traditional and direct business	Aflac Traditional and Direct PO Box 673025 Dallas, TX 75267-3025	<i>Overnight deliveries.</i> PNC Bank c/o Aflac-Traditional and Direct Lockbox No. 673025 1200 East Campbell Rd. Suite 108 Richardson, TX 75081	Customers in: Alabama, Arkansas, Colorado, Florida, Georgia, Kansas, Louisiana, Mississippi, New Mexico, Oklahoma, Tennessee, Texas and Wyoming.
Aflac traditional and direct business	Aflac Traditional and Direct PO Box 7402 Pasadena, CA 91109-7402	<i>Overnight deliveries.</i> PNC Bank c/o Aflac-Traditional and Direct Lockbox No. 7402 465 N. Halstead St. Suite 160 Pasadena, CA 91107	Customers in: Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Utah and Washington.
Aflac traditional and direct business	Aflac Traditional and Direct PO Box 535178 Pittsburgh, PA 15253-5178	<i>Overnight deliveries.</i> PNC Bank c/o Aflac-Traditional and Direct Lockbox No. 535178 500 1st Ave. Pittsburgh, PA 15219	Customers in: Connecticut, Delaware, District of Columbia, Maryland, Maine, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Vermont, Virginia, Virgin Islands and West Virginia.
Aflac traditional and direct business	Aflac Traditional and Direct PO Box 5626 Chicago, IL 60680-5600	<i>Overnight deliveries.</i> PNC Bank c/o Aflac-Traditional and Direct Lockbox No. 5626 350 East Devon Ave. Itasca, IL 60143	Customers in: Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.
Aflac Group	Aflac-CAIC PO Box 641629 Pittsburgh, PA 15264-1629	<i>Overnight deliveries.</i> PNC Bank c/o Aflac-CAIC Lockbox No. 641629 500 1st Ave. Pittsburgh, PA 15219	Customers in all states.
Premier Life, Absence and Disability	Aflac-PLADS PO Box 740272 Atlanta, GA 30374-0272	<i>Overnight deliveries.</i> PNC Bank c/o Aflac-PLADS Lockbox No. 749567 Phoenix Business Park 1669 Phoenix Pkwy. Suite 210 College Park, GA 30349	Customers in all states.

Please note: These addresses are only for remittance purposes.