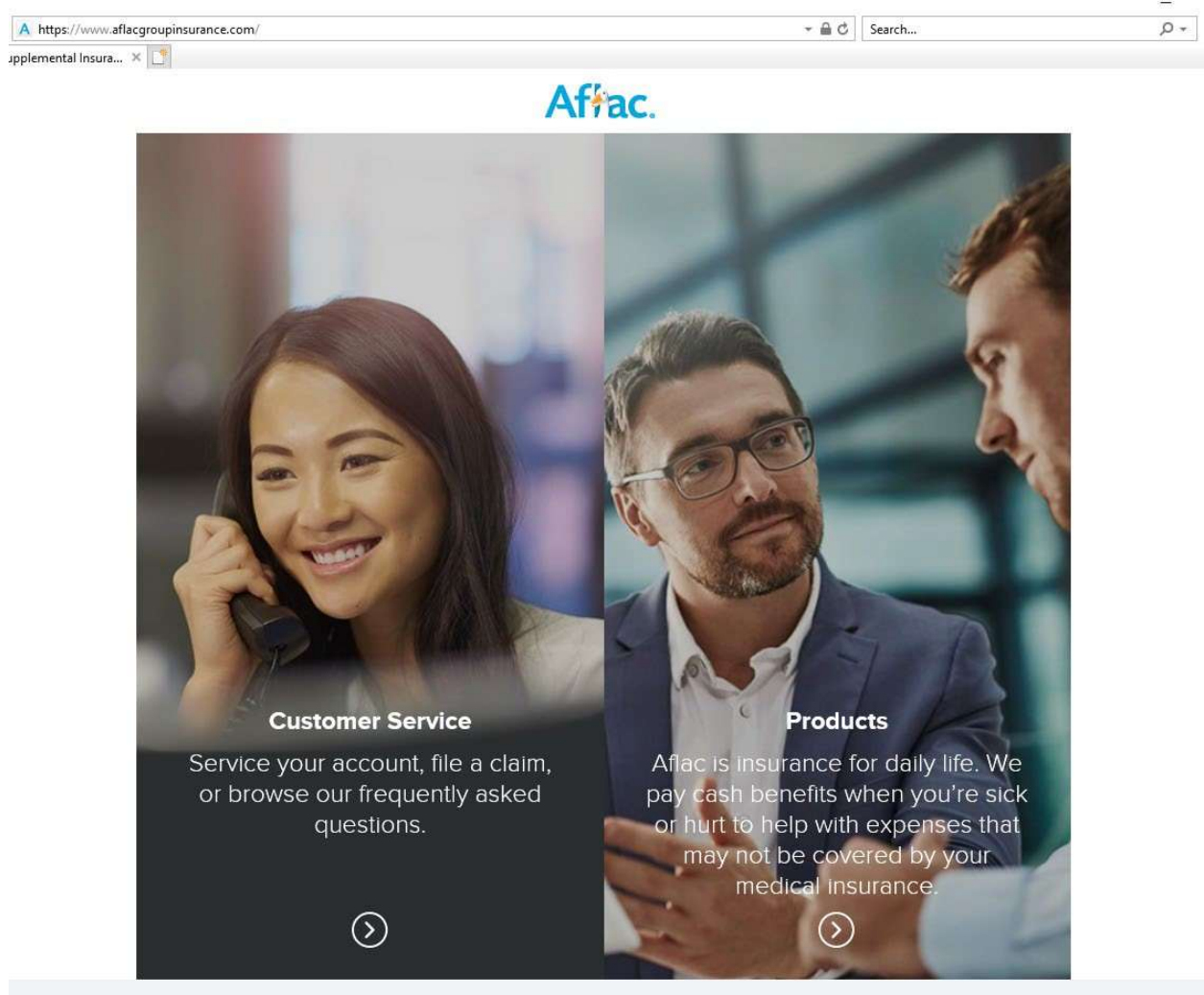


How to Submit a Wellness Claim online – Screenshots

www.aflacgroupinsurance.com Home Page (Recommended browser is Google Chrome)



The screenshot shows a web browser window with the URL <https://www.aflacgroupinsurance.com/>. The browser's address bar also shows a tab for "Supplemental Insura...". The Aflac logo is centered at the top of the page. Below the logo, there are two main navigation cards. The left card, titled "Customer Service", features a smiling woman on a phone and the text: "Service your account, file a claim, or browse our frequently asked questions." The right card, titled "Products", features a man with glasses and the text: "Aflac is insurance for daily life. We pay cash benefits when you're sick or hurt to help with expenses that may not be covered by your medical insurance." Both cards have a right-pointing arrow icon at the bottom.

Aflac.

Customer Service
Service your account, file a claim, or browse our frequently asked questions.

Products
Aflac is insurance for daily life. We pay cash benefits when you're sick or hurt to help with expenses that may not be covered by your medical insurance.

Select: Customer Service

The screenshot shows a web browser window with the URL <https://www.aflacgroupinsurance.com/>. The page features the Aflac logo at the top center. Below the logo, there are two main content areas. The left area has a blue background and contains the text "Customer Service" followed by "Service your account, file a claim, or browse our frequently asked questions." and a white circular arrow icon. The right area features a photograph of two men in business attire talking, with the text "Products" and "Aflac is insurance for daily life. We pay cash benefits when you're sick or hurt to help with expenses that may not be covered by your medical insurance." and another white circular arrow icon. At the bottom left of the browser window, the address bar shows the URL <https://www.aflacgroupinsurance.com/customer-service/default.aspx>.

Aflac.

Customer Service
Service your account, file a claim,
or browse our frequently asked
questions.

Products
Aflac is insurance for daily life. We
pay cash benefits when you're sick
or hurt to help with expenses that
may not be covered by your
medical insurance.

<https://www.aflacgroupinsurance.com/customer-service/default.aspx>

Select: **File a Claim**

The File a Claim button takes you to the right claim forms. To make changes to your certificate, click on the Service Requests button. The Frequently Asked Questions section helps you find important information about your certificate.

Select: **File Online** under File a Wellness Benefit Claim Online

How to file a claim online

Watch this step-by-step video to see how to file a claim online.

[Watch Video](#)

Aflac Group Insurance Claim Forms

▲ **File a Wellness Benefit Claim**

File a Wellness Benefit Claim Online

Simply select "File Online" below and follow the instructions.

[File Online](#)

File a Wellness Benefit via Fax or Mail

Please fully complete the claim form for the Wellness Benefit.
Please date and sign all required forms where indicated.

Forms:

[Wellness Claim Form](#)

If this is your first time logging in, select **Register**:

Aflac

Log in

User Name

[Forgot your user name?](#)

Password

[Forgot your password?](#)

Remember me

Log in

[Login help](#)

Don't have an account yet?

Register

[Resend registration email](#)

[Aflac Network: Dental login](#)

[Aflac Network: Vision login](#)

You will be prompted to enter either your SSN or Certificate Number. **Savannah River employees should input their 10-digit Certificate Number with leading zeros.** Example: 0000007934

- Your Certificate Number can be found on your Welcome Letter that you received from Aflac after your initial enrollment.
- If you do not know your Certificate Number, select [Contact Us](#) to connect with us directly via chat, email or phone.

Aflac

[← Back](#)

Let's get you registered

FIRST THINGS FIRST ...

Your Coverage

To get started, please provide either your Social Security Number and mobile phone number. Or if you have your policy or certificate number on hand, those work, too!

Social Security Number (9 digits, no dashes or spaces)

Mobile Phone (10 digits, no dashes, spaces, or other punctuation)

Or

Policy or certificate number

0000007934

[I don't have this information handy](#)

Next

Cancel

Enter your **First Name**, **Last Name**, **Date of Birth** and **Zip Code**, then Select **Next**

Aflac

← Back

Let's get you registered

GREAT, NEXT WE NEED...

Personal Information

Now, we just need your name and birthday. And your ZIP code, too, please.

*Indicates required field

*First Name

*Last Name

*Date Of Birth:

Month ▼ Day ▼ Year ▼

*Your Zip Code

[I don't have this information handy.](#)

Next

Cancel

Create a **User Name**, Enter the **Email Address** that you would like associated with your Aflac Account, and create a **Password**. Select a **Security Question**, enter your **Answer**, and then select **Submit**.

Aflac

Let's get you registered

AND LASTLY...

Please Set Up Your Login Information

Please enter the email address you'd like associated with your Aflac account. And a strong password to access our site, for good measure.

*Indicates required

*User Name

Your user name may NOT contain your Aflac policy number or your social security number and must include:

- A minimum of 5 characters
- At least 3 distinct characters

*Email Address

*Password

Your password must include:

- ✓ A minimum of 8 characters
- ✓ At least 1 lower case letter
- ✓ At least 1 upper case letter
- ✓ At least 1 number
- ✓ At least 1 but no more than 3 of the following special characters ^ ! @ # \$ % ^ & * . - _

*Confirm password

*Security Question

What is my favorite vacation spot? ▼

*Answer

Submit