### **FAQs**

### How do I log in to view and pay my invoices?

Log in by visiting aflac.com/BusinessServices. Your username is your full email address. If you have forgotten your password, please click on the "Recover it here" link online or contact Aflac Customer Service at 1.800.99.AFLAC (1.800.992.3522) to have your password reset.

### Will I receive a paper invoice in the mail?

Business Services accounts receive an email notification when the invoice is ready for review and payment. The invoice is available online. Please log in to Business Services to view the invoice.

## Can I set up automatic drafts for my account on Business Services?

Yes. If eligible, you can set up monthly recurring auto drafts for your account. Once enrolled, you only need to log in if changes are needed on your invoice. For additional information on recurring auto drafts visit the FAQs on the support tab in Business Services.

### **Customer service**

#### Email:

BusinessServices@aflac.com

### Mail all forms and documents to:

Aflac

1932 Wynnton Road Columbus, GA 31999

#### Websites:

- Manage your account information and invoices at aflac.com/BusinessServices
- Refer your employees to aflac.com/myaflac for claims and policy assistance.

### Contact us by phone:

#### Customer service center:

1.800.99.AFLAC (1.800.992.3522) (8 a.m. to 8 p.m. ET)

Press 1 for Policy Service. Press 2 for Accounts.

### Claims:

1.800.99.AFLAC (1.800.992.3522)

En Español: 1.800.742.3522

(8 a.m. to 6 p.m. ET) Fax documents to:

Claims: 1.877.442.3522

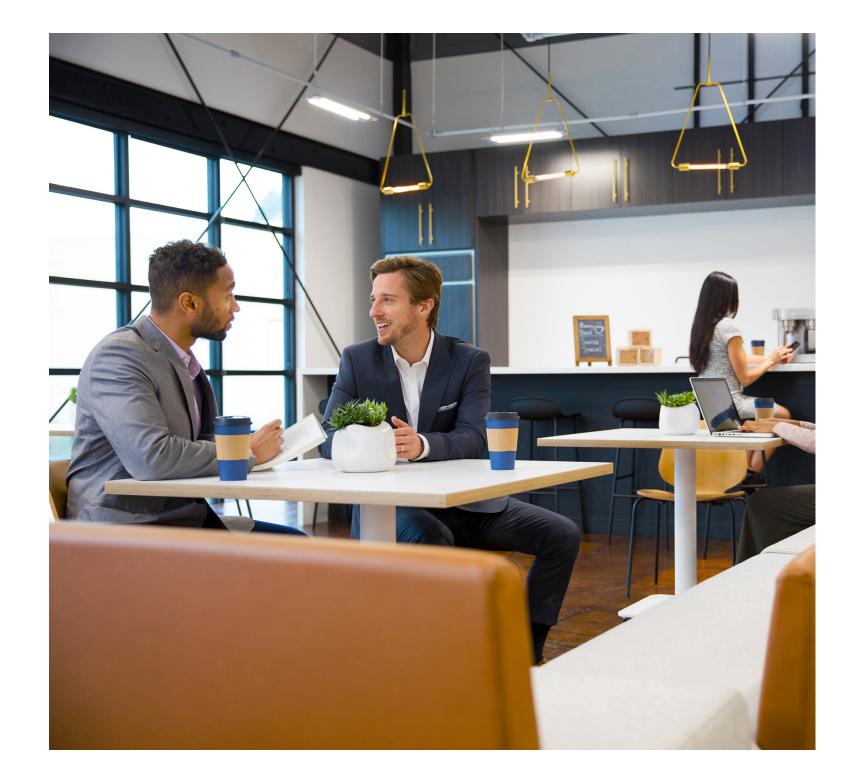
### Fax documents to:

Claims: 1.877.442.3522 Policy/Statement Changes:

1.800.448.8922

FSA Claims: 1.877.353.9256





# **Business** Services

Account administration guide



M1927 EXP 8

Aflac Business Services simplifies the management of your account. It's easy to use, convenient, and it's always there when you need it.

### Log in

Visit aflac.com/BusinessServices to view your account information and Aflac invoice.

### **Helpful tips**

Below is a list of helpful tips when using Business Services:

- Add BusinessServices@email.aflac-onlineservices.com to your email address book to ensure you
  receive important account information.
- Save aflac.com/BusinessServices to your Internet favorites for quick access to Business Services.
- Set up additional authorized users to help manage your account when you are away from the office.
- Establish calendar reminders for invoice due dates.
- Save bank account information in Business Services for quick and easy processing.

### **Making invoice adjustments**

The Invoice screen provides details on each policy, including premiums and payments. Review each employee's deduction for any discrepancies. You can change the amount sent for payment and choose the type of change from the drop-down menu on the appropriate line.

Existing Policies												
<u>No.</u> □	Name 🛭	Part. # 🛛	Dept.	Policy #	Policy Type	Cov. Type	Policy Premium	Premium Subtotal	Amt. Paid	Paid Subtotal	Change Request	
1	CONSOLO, EVENA			PG636571	STD	I	26.52		26.52		Select One \$	
2	CONSOLO, EVEN A			PG636571	STD	1	26.52	53.04	26.52	53.04	Select One 💠	
PREV 1 /1 NEXT 10 ¢												

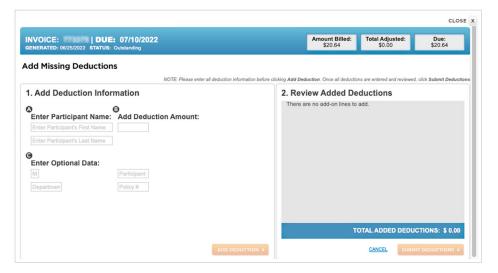
### **Review pending applications**

The Pending Applications section of the Invoice screen allows you to review information on employees who have applied for Aflac coverage and whose applications are pending review. If you start deductions before the application is processed, please enter the deduction amounts submitted with your invoice payment for the employees listed on the screen.

Pending Applications    LEGAL											
<u>No.</u> □	Name 🖸	Part. # 🛛	Dept.	App. #	Application Type	Amt. Paid					
9000001	CHAVAN, POOJA	0000001003		P0S1V8U0	CANCER	0.00					

### Add missing payroll deductions

Use the Add Missing Deductions button on the Invoice screen to send deductions for additional people who are not listed on your invoice. Simply enter the name of the person added and the amount you are paying. Please provide additional information that will help us process the change request, such as employee number or policy number.



### **Payment options**

An electronic payment ensures timely processing of changes and more accurate invoices. Changes to the invoice cannot be fully processed until payment is received. Business Services allows the following payment options:

- Enter bank draft information and submit a one-time electronic payment.
- Enroll in monthly recurring auto draft (if eligible).
- · Schedule a payment up to five days past the invoice due date with the Payment Scheduler feature.
- Print a payment stub and pay with a paper check.

### View/update account information

Business Services provides the ability to update account address information, billing information, contact information, and authorized users. Click My Accounts on the top navigation menu then select the Account Settings tab to view and update account information.