File a Claim

Register your account **myaccount.aflac.com** to access and manage your coverage, submit and track claims, enroll in direct deposit for fast claim payment and more.

What you'll need to get started:

- Social Security Number + phone number
- We'll also need your date of birth, email address and zip code to verify your coverage. Make sure your name matches what was used for enrollment (for example, Michael vs. Mike for first name.

Follow the steps to complete your registration:

Once you're finished, go ahead and log in and set up direct deposit to get your money faster, often within 48 hours.*

1. Select 'Set Up Direct Deposit' from Home Page
2. Enter the Account Holder Name, Routing Number and Account Number
3. Click Submit

To file a claim, follow these steps after logging in.

1. Click 'Submit a Claim' located on the Home Page or top right navigation
2. Confirm Direct Deposit information is correct (if previously set up)>Click Continue
3. Complete the easy 3-step claim process
    a. Explain your incident
    b. Upload your documentation
    c. Review and submit
4. Review your submitted claim from the Home page or by clicking on the Claims page. *claim status may also be sent via text if opted in during claim submission.