# Aflac Tier One Customer Service Portal
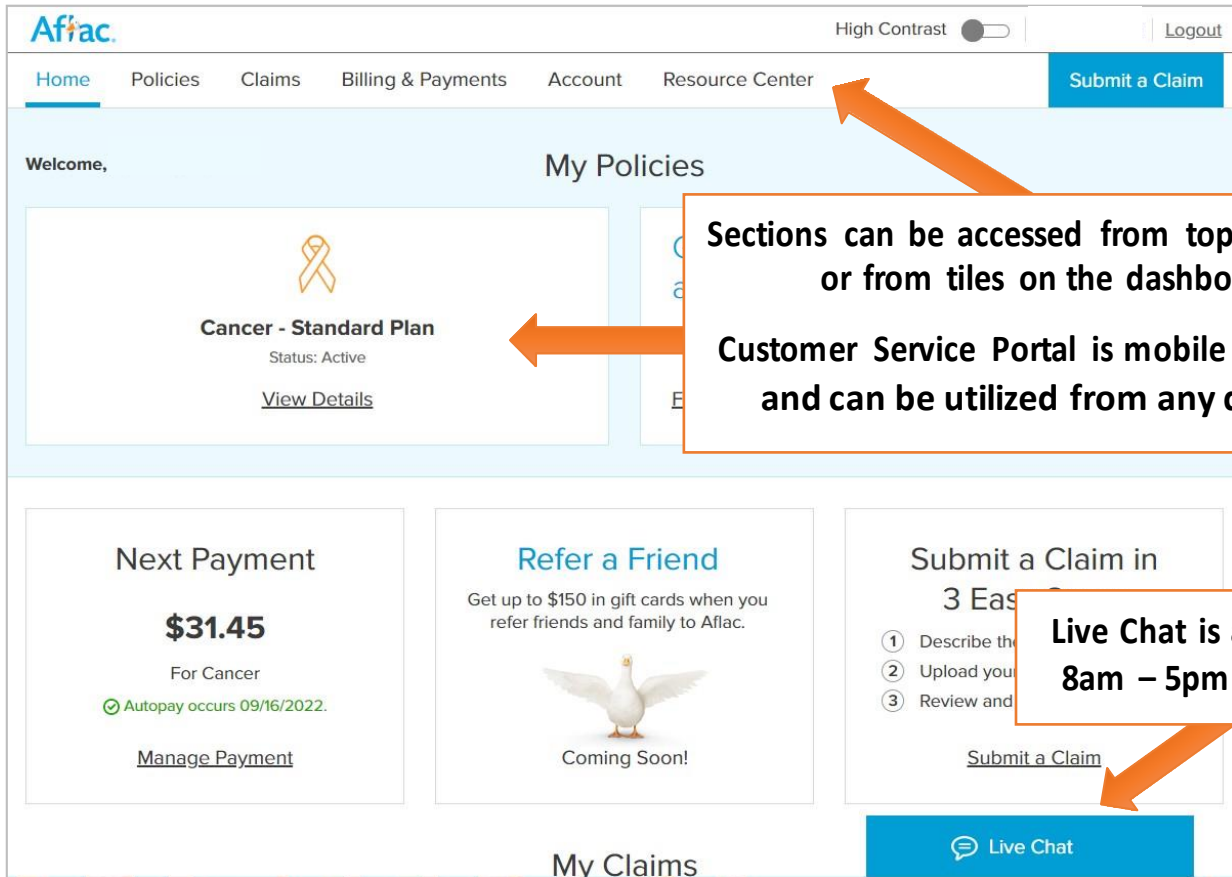## Quick Reference Guide

Direct URL: **myaccount.aflac.com**

Upon first entry, select "Register" to set password.

## To register you must have:

1. Social Security Number + phone number
   *or*
   Policy Number (this bypasses OTP)

2. Name
3. Date of Birth
4. Zip Code
5. Email address

*this must match what was used for enrollment (e.g. Michael vs Mike)

**Aflac.**

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## 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 (no dashes, spaces, or other punctuation)

I don't have this information handy

[ Next ]

[ Cancel ]

Sections can be accessed from top menu bar or from tiles on the dashboard

Customer Service Portal is mobile optimized and can be utilized from any device.

Live Chat is available 8am – 5pm Eastern

**Policies**

- View benefits
- Download policy document
- View who is covered
- Add or remove spouse / children
- Add or change beneficiary (for policies that include a death benefit only)

**Claims**

- View claims status
- View EOB
- File a claim (non-dental policies)
- Claims FAQs

**Billing & Payments**

- View upcoming payments
- View payment history
- Add or change payment method
- Change draft date

**Account**

- Change address
- Change email address
- Change phone number
- Change name
- Change communication preferences
- Change password
- Account FAQs

**Resource Center**

- All FAQs
- How to videos
- Contact Us information