



Filing a Claim with Aflac Group

- Visit www.aflacgroupinsurance.com to file a claim
- Access the Customer Service option and follow the "File a Claim" process.
- Certificate holders can submit their claim online at www.aflacgroupinsurance.com

Additional details are available by accessing the Customer Service option and selecting the "Support FAQ" or by contacting our Customer Service Center.



By Phone:

Call Center Hours

8 a.m. – 8 p.m. Eastern Time

Monday – Friday

Simply Call: [800.433.3036](tel:800.433.3036)



By Email:

Customer Service Center

cscmail@aflac.com



By Mail:

Continental American Insurance Company

Post Office Box 84075

Columbus, GA 31993