

Employees with name, address, or other family changes please contact them directly.



Aflac Contact Information

Our new Aflac representatives are available to assist you with all of your Aflac policy needs. Below are some important details and contact information regarding your Aflac policy(s).

Your new Aflac representatives are:

Carol Kenyon 541-580-5002; carol_kenyon@us.aflac.com
Marci Otis 541-817-9448; marci_otis@us.aflac.com

Who to contact for specific needs:

Claim assistance: Carol Kenyon 541-580-5002; carol_kenyon@us.aflac.com

Policy changes (name changes, address change, etc.): Carol Kenyon 541-580-5002;
carol_kenyon@us.aflac.com

General policy questions: Carol Kenyon 541-580-5002; carol_kenyon@us.aflac.com or
Marci Otis 541-817-9448; marci_otis@us.aflac.com

You are also welcome to contact Aflac directly for any questions. Contact information for Aflac Group and Aflac Individual (note: if you are unsure whether your policies are Aflac Group or Aflac Individual, please call Carol Kenyon):

For Aflac Group policies - 1-800-433-3036

Email claims to groupclaimfiling@aflac.com

Group claim fax number - 1.866.849.2970

Mail to Aflac Group, Attn: Claims, PO Box 427, Columbia, SC 29202.

Website: www.aflacgroupinsurance.com

For Aflac Individual policies - 1-800-992-3522

Website: www.aflac.com

Claims can be processed online via the smart claim process at www.aflac.com (you will need to create an online account to use this process)

Individual Claim Fax number 1-877-442-3522

Mail to Aflac, Inc., Attn: Claims, 1932 Wynnton Road, Columbus, Georgia 31999.