

## Self Service: Registering, SmartClaim, One Day Pay, Direct Deposit

For a successful Aflac experience, please use browsers, Internet Explorer or Google Chrome when using the Aflac website.

### **How to Register for My Policies:**

1. Visit Aflac.com
2. On the right hand corner, select the drop down that says "Login." Select individual and a new page will open.
3. Here, you will either login if you have already set up your information. If not, you will select, "Register Now."
  - Here, it will ask you to put in your policy number or social security number. DO NOT USE the social security number (it is not always linked in the Aflac system).  
*Quick Tip: Your policy number is 8 characters made up of letters and numbers.*
  - Click submit, you will then be prompted to fill out more personal information.
  - If the page says you already have an account set up, you will need to go to the previous page and select "Forgot Login" and "Forgot Password." If you have attempted and failed to log in more than 3 times, you will need to call Aflac Customer Service at 1-800-992-3522 to reset your information.

### **How to file a smart claim for the ONE DAY PAY:**

1. Log in
2. On your home page, you will go down to the bottom of the page and select "Start a Smart Claim."
  - Types of claims that can be submitted through Smart claims are: Accident, Cancer, Hospital, Hospital Intensive Care, and Specified Health Event.
  - Types of claims you CANNOT submit through Smart Claim are: Dental, Life, Disability, Vision
3. Here, you will select the type of claim you are submitting. Answer all of the questions.
4. Next, Upload your supporting documentation. This is usually in the form of chart notes, medical records, and itemized billing depending on the type of claim you are filing. You can scan in your documents and save them on your computer, then select upload documents.
5. Select submit and/or finish.  
Please note: For one day pay, all claims must be received and completed with all documentation before 3 p.m. Eastern Standard time.

### **How to sign up for Direct Deposit:**

1. Log In
2. On your home screen, you will see a link on the bottom left hand corner that says "Direct Deposit." Click on the link.
3. You will be asked to confirm your email address. Once confirmed, another page will open up (You must disable pop up blockers for this section to work).
4. Fill in all of the questions regarding your accounts where you would like funds to be sent.

Once a claim is paid, please allow 24-38 hours for your bank to approve and clear the funds into your account.

If you have any questions regarding these steps, policy number, need to know the type of documents you need to upload, or if you need claim forms or need to file a claim that is not accepted via SmartClaim, please feel free to call our claims support office at 858-429-5442 option1. If you need a password or login reset, please call Aflac Headquarters directly at 1-800-992-3522.