

Short-Term Disability Claims Checklist

Have this information handy to identify your policy:

Policy number

Policyholder's name and date of birth

Policyholder's address

Here's a list of common items you will need to file a claim:

Type of disability: injury, sickness or pregnancy

For injury: description and location

For motor vehicle accident: copy of police report

For hospital stay: Ask your physician to provide a completed UB04 document

Disability Claim Form (Physician's and employer's statements are required.)

Details of all requirements can be found by downloading your state-approved claim form [here](#).

How to file a claim:

Fax: 1.877.44.AFLAC (1.877.442.3522)

Mail: Aflac, Attention: Claims Department

1932 Wynnton Road, Columbus GA 31999

Helpful tips: Register on [aflac.com/myaflac](https://www.aflac.com/myaflac) so you can:



Log in to MyAflac [here](#).

You will need your policy number handy to register.



View benefit details

Here you'll find a copy of your policy to see what's covered and benefit amounts.



Sign up for direct deposit and receive benefits faster

Be sure to register at least 24 hours before filing a claim. Otherwise, your check will be mailed to you.



This checklist is intended to assist policyholders when filing claims and does not constitute a guarantee of claims payments. Documentation requirements vary by type of claim; please review requirements for your claim(s) carefully. Processing time is based on business days after all required documentation needed to render a decision is received and no further validation and/or research is required. **Coverage is underwritten by American Family Life Assurance Company of Columbus. In New York, coverage is underwritten by American Family Life Assurance Company of New York.**