

MyAflac Registration

To access and manage your coverage online, visit www.aflac.com/paypal or download the MyAflac® mobile app to register your account.

When registering, please use your **certificate number**. This can be found on your schedule page in your **Welcome Packet**, by calling our Customer Support Center **1-800-433-3036**, or by creating a help ticket through the Bridge with PayPal HR.

Your certificate number will be CER followed by 10 digits; you will then be asked for some information to verify your identity.

Let's get you registered

FIRST THINGS FIRST ...

Your Coverage

To get started, we'll need to gather some information about your coverage.

What Do You Have Handy?

- ☐ Policy Number
- ☒ Certificate Number
- ☐ Member ID
- ☐ Social Security Number and Mobile Phone Number

Certificate number (no dashes, spaces, or other punctuation)

CER0000000000

[I don't have this information](#)

Next

Cancel

Let's get you registered

GREAT, NEXT WE NEED...

Personal Information

Now, we just need your name and birthday. And your ZIP code, too, please.

*Indicates required field

*First Name

*Last Name

*Date of Birth (mm-dd-yyyy)

Month

Day

Year

*Your ZIP Code (5 digits, no characters, dashes or spaces)

[I don't have this information](#)

Next

Cancel

Once registered, you can take advantage of these features, available 24/7:*



Submit a claim and track the status:

Simply select **new claim**, answer a few questions about what happened and upload your supporting documents.

To prevent delays in processing your claim, be sure to:

- Enroll in direct deposit for faster claims payment. Make sure to have your account and routing numbers on-hand.
- If applicable, upload your completed Physician's Statement.
- Sign your claim digitally in the indicated areas and upload all billing and supporting documentation.
- Once your claim is submitted, you can track its status as it is processing.

*Registration of a new MyAflac account can take up to 48 hours to take effect.

To download the MyAflac® mobile app, visit your device's app store.



MyAflac (4+)
Aflac Inc.
Designed for iPad
★★★★★ 4.5 x 4.9 Ratings
Free



MyAflac
Aflac US Finance
Everyone
This app is available for all of your devices.
You can share this with your family. [Learn more about Family Library.](#)



Have questions? Connect to Aflac 24/7 by scanning the QR code on the left, logging in to your account online or on the app or chatting with us at www.aflacgroupinsurance.com.

This flyer describes the user experience for Aflac Group certificate holders. MyAflac functionality may vary depending on type of coverage.

Continental American Insurance Company (CAIC), a proud member of the Aflac family of insurers, is a wholly owned subsidiary of Aflac Incorporated and underwrites group coverage. CAIC is not licensed to solicit business in New York, Guam, Puerto Rico or the Virgin Islands. For groups situated in California, group coverage is underwritten by Continental American Life Insurance Company. For groups situated in New York, coverage is underwritten by Aflac of New York.

Continental American Insurance Company | Columbia, SC

Aflac New York | 22 Corporate Woods Boulevard, Suite 2 | Albany, NY 12211

AGC2400233

EXP 2/25