Group life insurance from Aflac

We'll be here when your loved ones need us most

No one likes to think about the need for life insurance. But when people are depending on you, helping secure their financial futures with life insurance benefits is simply the right thing to do. Why? Because losing a family member can mean financial hardship and instability for those left behind, and because life insurance helps protect them from the loss of your income by offering a foundation of financial security.

For more than 65 years, Aflac has been here for families like yours when they need us most. Along with employer-paid basic life insurance, many employees buy optional life insurance, with flexible coverage amounts to fit a family's needs. If offered, you may also buy life insurance for your dependent spouse and children.

We offer flexible coverage to meet your family's needs and, if offered, you may also obtain coverage for your dependent spouse and children.

Options that may be available to you

Premium waiver

If you are totally disabled and cannot work, premium waiver will help keep your life insurance in force without additional premium payments. However, there are age restrictions. Most policies require you to be under age 60 when you stop working to qualify for the benefit, which usually ends at age 65. You should also know that:

- Premium waiver is not an income-replacement benefit.
- Most policies require you to be continuously disabled for at least nine months before applying. Be sure to pay your life insurance premiums until you're approved.



Accelerated death benefit

If you are diagnosed with a terminal illness – which is usually defined as having 12 to 24 months to live – your plan's accelerated death benefit may let you access 50 to 80% of your life insurance payout. You may use the money any way you want, with the remaining balance going to your named beneficiary(ies). Accelerated benefits may be taxable, so you should seek assistance from your tax advisor.



Retaining your life insurance

If your life insurance ends for any covered reason or is reduced due to age, you may be able to keep all or part in force without answering medical questions. While the ability to convert your policy to whole life insurance is available under all group plans, your plan may also include a portability option allowing you to continue coverage under a group term life insurance policy.

Naming a beneficiary

Identifying someone to receive your life insurance benefits is critical. When you start a new job or go through annual enrollment, review and update your beneficiary(ies). If you don't, your life insurance could go to someone you no longer intended it to benefit, or there might be delays in getting benefits to your family, causing financial hardship. Keep in mind:

- You should name a primary and contingent beneficiary. If your primary beneficiary dies before you, your contingent beneficiary, also known as an alternate or secondary beneficiary, will receive your life insurance benefits.
- You should update your beneficiary information when you experience a life change such as marriage or divorce. Aflac is obligated to pay the individual you've named.

Help from the experts

Our life and disability plans include the support of licensed, master's-level social workers. Reach out to our care managers toll free at **800.206.8826** for a variety of helpful services.

In addition, no-charge funeral concierge and planning services are available 24 hours per day, 365 days a year through Everest Funeral Concierge. Reach out to them toll free at **800.913.8318** or online at **everestfuneral.com.**

To complete your online profile, create a username and password, and enter the code "Aflac" to complete it.

To learn more or to contact us, visit **mygrouplifedisability.aflac.com** or call toll free: **800.206.8826** (8 a.m. to 8 p.m. ET, Monday through Friday).

AFLAC LIFE INSURANCE ROAD MAP



WHEN THERE'S A LIFE CLAIM

Your company's HR professional can file a claim on the HR portal or employee/family member can contact us directly to file the claim.

EMPLOYER

files the claim on mygrouplifedisability.aflac.com

FAMILY OR BENEFICIARY

call us at 800.206.8826



LOG IN TO THE

Find the employee or spouse, click "File a Life Claim" and fill in as much as you can. Upload the death certificate, beneficiary statement and any other info or required documents.



WE WILL RESEARCH

and find beneficiary(ies) if none are named and finalize the claim.



WE WILL WORK WITH THE BENEFICIARY(IES) OR FAMILY MEMBER(S)

to get the required information.



IF WE NEED MORE INFORMATION.

we will investigate and work with the beneficiary(ies) or family member(s).

⚠ Optional life and accidental death claims may require more time and information to resolve, but we often pay basic life claims immediately.

INFORMATION REVIEW

We will review all documents, provide exceptional service and prepare the claim for payment.



DECISION

We will pay claims to employees, their family members or beneficiaries within five days of receiving all required paperwork.

Beneficiaries or family members who have questions or need help should call us immediately at 800.206.8826. Our experts are available Monday through Friday from 8 a.m. to 8 p.m. ET.

Coverage is underwritten by Zurich American Life Insurance Company of New York and Zurich American Life Insurance Company. In New York, the terms and conditions for the Group Term Life Insurance are set forth in policy form number 1000-ZAGP- LF-NY-01. The policies are issued by Zurich American Life Insurance Company of New York, a New York domestic life insurance company, located at its registered home address of 150 Greenwich Street, Four World Trade Center, 54th Floor, New York, NY 10007-2366.

In all states other than New York, the terms and conditions for the Group Life Insurance and Group Accidental Death & Dismemberment Insurance are set forth in policy form number 1000-ZAGP-01-01 or applicable state variation. The policies are issued by Zurich American Life Insurance Company, an Illinois domestic life insurance company, located at its registered home address of 1299 Zurich Way, Schaumburg, IL 60196.

The policies are subject to the laws of the state where they are issued. This material is a summary of the product features only. Please read the policy carefully for details. Certain coverages may not be available in all states and policy provisions may vary by state. Aflac has entered into a marketing agreement with Everest Funeral Concierge whereby Everest Funeral Concierge will contract directly with individuals who are employees of accounts that choose to make Everest Funeral Concierge services available to them. Other than this marketing alliance, Aflac and Everest Funeral Concierge are not affiliated in any way. Aflac makes no representations or warranties regarding Everest Funeral Concierge's services, and is not responsible for any products or services provided by Everest Funeral Concierge. State restrictions may apply and benefits may vary by state.

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On March 19, 2020, Aflac, Inc. announced the agreement to acquire Zurich North America's U.S. group benefits business (ZEB), which consists of group life, group disability, and absence management products. Aflac Columbus and Aflac NY (Aflac) will reinsure, on an indemnity basis, Zurich's U.S. in-force group life and disability policies. As of November 2, 2020, and subject to customary closing conditions, Aflac will assume the administration of the aforementioned re-insured Zurich Employee Benefits policies and services. Aflac herein refers to Aflac and/or Aflac New York. WWHQ | 1932 Wynnton Road | Columbus, GA 31999. Aflac New York | 22 Corporate Woods Boulevard, Suite 2 | Albany, NY 12211

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