



Aflac Group/Continental American

Contact information

Claims and Wellness Forms

Claims Fax Number: 1-866- 849-2970

Customer Service: 1-800-433-3036

How do I file a claim?

A completed claim form will need to be submitted to our Claims Department for processing. Please complete the claim form in its entirety. Detailed instructions are included along with the claim form. A claim form and instructions may be obtained by calling our Customer Service Center at 1-800-433-3036, downloading the form from our website <http://caicworksite.com/> or in your certificate package that you received.

Who do I call regarding questions about my coverage?

You can call our Customer Service Center at 1-800-433-3036 between the hours of 8:00 a.m. to 5:00 p.m. Eastern Standard Time or you can email our Customer Service Center at CSC@caicworksite.com