



## **ENROLLMENT & CONTACT INFORMATION**

**For additional information regarding the features and benefits of the Aflac supplemental health insurance policies available to USC employees, you may connect thru the USC Employee Benefits website or go directly to [www.Aflac.com/USC](http://www.Aflac.com/USC). This website will provide policy information and enrollment guides for easy online enrollment with Aflac. Click on “LOGIN TO APPLY” then:**

- 1. First time users enter your 7 DIGIT EMPLOYEE PAYROLL ID NUMBER**
- 2. Until changed by the user (you), the default password is the LAST 4 DIGITS of your 7 DIGIT EMPLOYEE PAYROLL ID + the FIRST 4 LETTERS OF YOUR LAST NAME.**

**For example: John Smith with EID 1234567 would have a default password of 4567smit**

- 3. If your last name has less than 4 letters, such as ‘KEY’, the default password will be 4567key**  
**\*If you have forgotten your password or are locked out due to too many incorrect login attempts, please contact Aflac Customer Support at 1-888-496-9574, 5AM – 5PM Pacific Time for assistance with unlocking your account and/or resetting your password.**

**Additional contact numbers are:**

**Pre-Enrollment policy information and enrollment inquiries: 888-496-9574**

**Local (Los Angeles) policy management and claims assistance: 213-625-7375 ext. 100**

Our courteous, knowledgeable staff at the Los Angeles Aflac office is available to assist with claims and policy management from 8:00 AM to 5:00 PM, Monday thru Friday. Walk-ins are welcome, no appointment necessary. We are located at: **340 E 2<sup>nd</sup> St., Suite 310, Los Angeles, CA 90012**

**Post-Enrollment policy and claims assistance: 800-992-3522 – Aflac Headquarters**

**Online policy management and claims filing:**

1. Log onto [www.aflac.com](http://www.aflac.com)
2. Click on Individual Login under Manage Your Aflac Policy.
3. Register your User ID and Password, or, if already registered, Login.
4. Available online services will be displayed once you’ve established your personal Aflac page.