



Dear Valued Aflac customer,

In late April, Aflac shared with you that the company would no longer be using Piedmont Pays Services, to collect your premium for your Aflac coverage.

As a valued Aflac customer that used this service for AA JETNET split direct deposit, we wanted you to know Aflac has identified a solution that ensures a smooth transition and no disruption in service. This change is all about delivering better customer service, and the flexibility you may need in billing options.

We are working with the union to make this transition over the next two weeks. No action is required by you at this immediate time, but please expect to receive information directly from our new bill pay facilitator ***Paylogix** or your enrollment solution vendor ***IES** providing your new routing and account numbers with instructions to update your premium collection.

If you would like to make payment immediately as a Certificate holder you can call the Aflac dedicated 800# number **1-866-988-5674**.

Provide the following information on the recorded line to move to Bank Draft or Credit Card payment:

1. Name of Insured
2. Certificate number
3. Frequency of deduction is semi-monthly
4. Account holder's name – *on selected bank account or credit card account*
5. Method of payment information (*account# & bank routing# **OR** credit card#, expiration date, etc.*)

Thank you for the opportunity to help meet your insurance needs.