



March 18, 2020

COVID-19 precautionary measures

To Aflac's valued accounts:

As you may be aware, the World Health Organization has declared COVID-19 a global pandemic disease and the Centers for Disease Control and Prevention considers the potential public health threat posed by the outbreak to be elevated in the United States. As the number of cases identified in the United States continues to rise and the probability of community spread increases, we must acknowledge the rapidly evolving nature of the situation and be ready to safeguard everyone's health while simultaneously managing business continuity. We continue to monitor direction from state and federal government related to declarations of state emergency orders and are prepared to support those directives as required.

The executive leadership at Aflac has been closely monitoring the situation and has established precautionary measures designed to reduce impact on our operations. Please know we care for our policyholders, value your business and are working hard to make sure there is no interruption in service for you. As the No. 1 provider of supplemental benefits, Aflac is committed to providing you the level of service you are accustomed to and expect from us.

We have also provided our producers with information on how our policies can assist if you or someone in your household covered by our policies/certificates is affected by the coronavirus. If you have questions, please contact your agent or call Aflac toll free at 800-433-3036. Our customer service representatives are here to assist you Monday through Friday from 8 a.m. to 8 p.m. Eastern time. You can also live chat with us by going to www.aflac.com/contactus.

Please note that no action is needed on your part. We appreciate your business and will keep you updated on any changes as the situation continues to evolve.

For general information on COVID-19, please visit www.cdc.gov.