

Flexibility for your workplace includes employee benefits



In the benefits world, meeting employees “where they are” has long meant physically doing so through face-to-face conversations with benefits advisors. Although we may leverage thoughtfully designed carrier tools, their effectiveness often hinges on personal interaction. Those moments remain important — particularly for employees who prefer one-on-one guidance and support. However, many employees are looking for more flexible options. Therefore, the options created to engage with their benefits continue to evolve.

To account for different preferences, at Aflac, we’ve committed to flexibility in every aspect of helping people get the benefits they need. No matter where your employees are in their benefits process — and no matter how they prefer to learn about our solutions — we offer convenient options every step of the way, with our knowledgeable Aflac benefits advisors at the center of your employees’ journey.

Do they want to have a video chat after their standard work hours? No problem. Prefer a phone call when they can grab a spare minute or a dedicated toll-free number that they can call at their leisure? We’re there. How about a self-paced review of benefits materials through an online portal that’s specific to what your business is offering, or a combination of all of the above? Yes, yes and yes. And through all of these methods, your employees will have access to an Aflac benefits advisor who is familiar with the benefits being offered to your staff and can help them determine the benefits that they need, in whatever form that might take.

When your employees are trying to understand their benefits options or apply for coverage, Aflac meets them where they are — through whatever means works best for them and your business. If you want us to mean that literally, consider it done — just as we have for more than 70 years, we’re happy to show up at your workplace and walk your employees through their benefits options in person, which is important to 65% of employees.¹

But that personable, face-to-face connection is no longer the only way for us to hold benefits consultations. We help assist the employees who need to discuss benefits with their spouses and other family members by providing an online portal that allows them to review their benefits when it’s convenient for them. We look out for everyone, from those with irregular hours to employees who are unable to take time out of their workday. We provide 24/7 online access for scheduling a benefits consultation at a time and through a method that works best for them. We’ve also set up a dedicated toll-free phone line staffed with licensed benefits advisors that allows employees to speak with experts at their leisure.



For larger businesses, the primary destination for employee benefits information and decision-making is the system used by their employer to manage HR, payroll and total rewards. These platforms are increasingly influencing employee expectations regarding the location of benefits, decision-making processes and the quality of a memorable enrollment experience. Aflac can integrate with many of these platforms to provide a seamless experience that allows employees to enroll in all of their benefits at once.

Wondering whether digital solutions are available for an enrolled employee who needs help with a claim? Yes, we're flexible there too. All along this path, your employees will have access to their Aflac benefits advisor — one who understands the specific needs of your business.

No matter when and regardless of the options selected, your employees will have access to their Aflac benefits advisor — one who understands the specific needs of your business.

We've invested in benefits technology, which means we've invested in you

We agree that having a forward-thinking digital approach makes things easier, and employees agree: over 80% of employees say it's important for their benefits provider to be a digital leader.¹ That's why we've created a seamless end-to-end online experience. Our digital features include:

- Decision support calculators so employees can determine the right coverage for them.
- Convenient drop-down menus that let employees tell us how and when they want to be contacted when scheduling a consultation, whether it's through a phone call, a video chat or an in-person conversation.
- Easy access to review benefits and file claims through MyAflac.

With or without the added ease of technology, your team's personal benefits experience should happen, however, wherever and whenever it works best for them, leaving them more time and energy to focus on everything else that matters to them.

Contact your Aflac benefits advisor or visit [Aflac.com/business](https://www.aflac.com/business) to set up an appointment to learn more about our options.



¹ Aflac WorkForces Report. "Workplace Benefits Trends Executive Summary". [Published October 2025. Accessed 2.16.26.](#)

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Coverage is underwritten by American Family Life Assurance Company of Columbus. In New York, coverage is underwritten by American Family Life Assurance Company of New York.

Aflac WWHQ | 1932 Wynnton Road | Columbus, GA 31999

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