



## Customer FAQ

**1. Is my data impacted as a result of Aflac's cybersecurity incident?**

Aflac has commenced a review of potentially impacted files. It is important to note that the review is in its early stages, and we are unable to determine specific impacted individuals until that review is completed. If we determine your information was impacted, you will receive a formal notification in accordance with applicable law.

**2. What should I do to protect my information?**

Aflac has established a dedicated call center to answer questions you may have. While our teams work to review the potentially impacted data and determine the specific information involved, **any individual who contacts our dedicated call center will be provided with free credit monitoring and identity theft protection for 24 months.** The call center can be reached at 855-361-0305 starting on June 20 at 8:00 a.m. Eastern Time. The call center will be available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, Saturday from 9:00 a.m. to 5:30 p.m. Eastern Time and Sunday from 10:00 a.m. to 4:00 p.m. Eastern Time, excluding major U.S. holidays.

**3. Will credit monitoring be provided?**

Yes. Aflac has established a dedicated call center to answer questions you may have. While our teams work to review the potentially impacted data and determine the specific information involved, **any individual who contacts our dedicated call center will be provided with free credit monitoring and identity theft protection for 24 months.** The call center can be reached at 855-361-0305 starting on June 20 at 8:00 a.m. Eastern Time. The call center will be available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, Saturday from 9:00 a.m. to 5:30 p.m. Eastern Time and Sunday from 10:00 a.m. to 4:00 p.m. Eastern Time, excluding major U.S. holidays.

**4. Is it safe to keep my policy with Aflac?**

Yes. Our operations were uninterrupted. We continue to serve our customers as we respond to this incident.

**5. Who should I contact for further information?**

Aflac has established a dedicated call center to answer questions you may have. While our teams work to review the potentially impacted data and determine the specific information involved, **any individual who contacts our dedicated call center will be provided with free credit monitoring and identity theft protection for 24 months.** The call center can be reached at 855-361-0305 starting on June 20 at 8:00 a.m. Eastern Time. The call center will be available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, Saturday from 9:00 a.m. to 5:30 p.m. Eastern Time and Sunday from 10:00 a.m. to 4:00 p.m. Eastern Time, excluding major U.S. holidays.