



File a Claim

Three Easy Ways!

1

On your mobile device using AFmobile®

Create an AFmobile® account by downloading the app from the Apple App Store or the Google Play Store.

Please note, if you already have an OSC account, your username and password will be the same.

2

Online using our Online Service Center

Create an OSC account by visiting americanfidelity.com and clicking on the "Register" button.

3

By mail* or fax* to:

Insurance Claim

American Fidelity Assurance Company, Attn: Benefits Department
P.O. Box 268898, Oklahoma City, OK 73125
Fax: 800-818-3453

Flexible Spending Account and Health Reimbursement Account Claim

American Fidelity Assurance Company, Attn: Flex Account Administration
P.O. Box 25510, Oklahoma City, OK 73125
Fax: 800-543-3539

**Obtain a claim form for your insurance claim at www.americanfidelity.com/fileaclaim and click on the "Print a claim form" link.*

Need assistance filing a claim?

Visit www.americanfidelity.com/fileaclaim for a complete tutorial of the claim filing process.

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Manage Your Account

AFmobile® and Online Service Center

Managing your account has never been easier. From viewing your claim information to uploading necessary documentation, American Fidelity's mobile app and Online Service Center (OSC) give you quick and easy access to your insurance benefits, Flexible Spending Account (FSA), and Health Reimbursement Account (HRA) information.

AFmobile® and OSC features:

- Submit FSA, HRA, and insurance benefit claims
- View monthly premiums
- Review annuities balance information
- Upload Health FSA and HRA Card documentation, if applicable
- Check claim status
- Access detailed policy information
- View account balances
- Sign up for direct deposit
- Review and update personal account information
- Receive push notifications when your claim has been received or processed
- Login with Touch ID or PIN

Snap. Submit. And Go!

To receive your FSA and HRA reimbursements quickly, we recommend you:

1. Pay for your eligible expenses.
2. Snap a photo of the itemized receipts* right away with your phone.
3. Submit the photo on AFmobile®

To manage your Health Savings Account, visit afhsa.com

**The IRS requires proof of the eligible expenses using itemized receipts or other documentation showing the date of service, person for whom service was provided and description of the expense.*