

MARCH/APRIL 2014

AFLAC

EMPLOYEE MATTERS

YOU ARE OUR BUSINESS



Fresh Attitude

Five years later

**HEART
TRANSPLANT
UPDATE**

Business etiquette

**BUILDING
BLOCKS TO
SUCCESS**

Shake it up

**EMPLOYEE
APPRECIATION
WEEK**

Sustainability

**HOW IT AFFECTS
OUR BOTTOM
LINE**

Framework for Change

**MARKING
OUR
PROGRESS**



“... we’ve built our reputation by being ahead of the curve.”

Cultivate a Fresh Attitude

A message from

Dan Amos
Chairman, CEO

With springtime comes new life – a time for renewal. That makes it the perfect time to let go of old habits and look toward the future with a fresh attitude. When we do that, we open ourselves up to new possibilities.

At Aflac, we’ve built our reputation by being ahead of the curve.

- When my father and uncles experienced first-hand the financial challenges their family faced as their father battled cancer, they pioneered one of the nation’s first cancer insurance policies.
- When they realized how time consuming selling insurance policies one-by-one was, they introduced the concept of worksite cluster selling.
- When they saw how health conscious the citizens of Japan are, they tailored insurance products that both fostered peace of mind and complemented the Japan National Healthcare System.
- When technological advances made possible streamlining application

completion, several Aflac teams collaborated to oversee the invention of SmartApp, a laptop-based, point-of-sale computer system. So innovative, its prototype became part of the Smithsonian Institution’s permanent research collection on information technology.

Today, with rapidly changing healthcare regulations and economic factors, we have to remain on our game, ready, willing and able to adapt, just as our founders did.

We continue to look for and explore new and fresh ways to conduct our business. Today’s business atmosphere calls for innovation, and I encourage you to share your ideas about how we can continue our success by being both proactive and reactive.

So, as we usher in springtime, shake off those old habits and concentrate on making Aflac the best it can be.

It’s like a breath of fresh air.

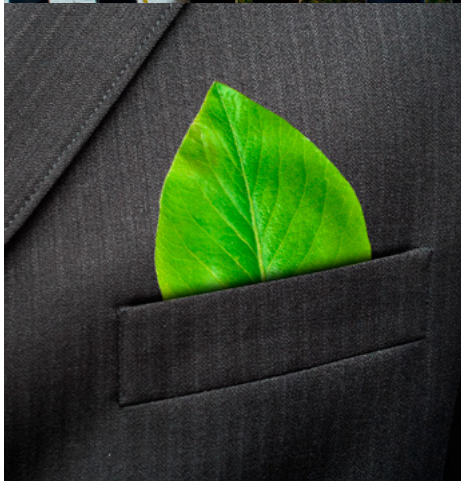
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Editor: Janet Burden **Contributors:** Janet Burden, Susan Goodsell, Somer Mason

Art Director/Graphic Design: Robin Riley-Communicorp **Photography:** Jerry Ballas, Ana Brubaker, Curtis Mansell, Chris Rank, Oz Roberts



Quick Clips [What's happening around Aflac?]

FORTUNE
100
BEST
COMPANIES
TO WORK FOR
2014
16 CONSECUTIVE YEARS!

16 YRS.

Aflac makes it 16 in a row on FORTUNE's 100 Best Companies to Work for list

In January, Aflac celebrated its appearance on FORTUNE's list of the "100 Best Companies to Work For" after ranking 58th of the 100 best companies in America - an increase of 26 places over last year. Aflac is the only insurance company to have made the prestigious list for 16 consecutive years.

We're in good company: Other employee-friendly companies on the list include Google, Children's Healthcare of Atlanta and the Mayo Clinic.

➔ *Read for yourself the qualities that have helped Aflac achieve its continued standing as a best company to work for at money.cnn.com/magazines/fortune/best-companies.*

Actor Peter Facinelli helps honor leaders in fight against childhood cancer

Native New Yorker and actor Peter Facinelli, star of Twilight and Nurse Jackie, honored local heroes fighting to end childhood cancer during a celebration in Long Island in December 2013.



Facinelli bestowed Duckprints Awards to Jonathan D. Fish, M.D., the founder of a clinical long-term follow-up program for children's cancer survivors at Cohen Children's Medical Center and Abigail Slaven, RN, a pediatric oncology nurse, also at Cohen Children's Medical Center. Cancer survivor Morgan Zuch and her family, who created a non-profit education center for preschool aged children with cancer, were honored as well.

The Dream Lives Aflac employees support MLK event

Aflac employees braved freezing temperatures to volunteer their time during the Martin Luther King, Jr. "The Dream Lives" Unity Processional and Celebration Saturday, Jan. 18. The Mayor's Commission on Unity, Diversity and Prosperity hosted this celebration to honor the legacy of Dr. Martin Luther King, Jr.

Aflac participants included Lakeysha Gay; Connie Love; Dominic Bryant; Latonya Smith; Paola Machado; Sherry Patterson; Stephanie Verdree; Gilberto Drummonds; Wanda Bush; Michelle Wilson; Bobbi Jo Haywood; Tarsha Hall; Ana Brubaker; Clarissa A. Barron; Jonathan Barron; Carmen Buckner II; Alicia Clampett and Carmen Buckner.



NO. **10**

Aflac No. 10 on FORTUNE's Blue-Ribbon Companies

FORTUNE magazine named Aflac No. 10 on their 2013 list of Blue-Ribbon Companies. Only 36 companies ranked as all-stars. To make FORTUNE's list of Blue-Ribbon Companies, a company must appear on at least four FORTUNE lists in a calendar year. This is the fourth time Aflac has been included.

To qualify in 2013, Aflac ranked No. 118 on the FORTUNE 500 list, No. 462 on Global 500, No. 84 on the 100 Best Companies to Work For and was top-ranked in the insurance category of "Life and Health World's Most Admired Companies."





100

Dan Amos among 100 Most Influential Georgians

Dan Amos, Aflac chairman and chief executive officer, was included in Georgia Trend's 100 Most Influential Georgians list.

➔ To read about criteria used to select Dan and other influential Georgians, go to www.georgiatrend.com/January-2014/100-Most-Influential-Georgians.

Aflac Duck fires up soccer team in Spanish language ad



Working off the hype surrounding the 2014 World Cup, the Duck shows off his coaching skills in a Spanish language ad released in Hispanic markets in January.

LOOK WHAT'S NEW!

We have freshened-up the look of *Employee Matters* and have changed some of the content to make it more interactive. The addition of **QR codes** and **Augmented Reality** will make it easier to find additional information and communicate more quickly. It will even make some of our stories "come to life" when you view images tagged with the Envision mobile icon (see right) through the FREE app.

We hope you enjoy reading your *Employee Matters* magazine in a whole new way.

➔ Try out the Envision app by finding the Aflac Duck prints and scan the page with your smartphone. If you have any difficulty, make sure your WiFi is disabled and that your image is focused when scanning. **HINT – there is no Envision icon on this page.**



1

Download the **Envision** app from the App store on your smartphone.

2

Scan photos tagged with the **Envision** mobile icon on your phone.

3

See images come to life!



Where's the Duck ... print? The Aflac Duck is playing hide and seek in this issue of *Employee Matters*. Find the Duck's footprints hidden somewhere in the pages of this issue and you could win a prize! All correct entries will be entered into a random drawing to win prizes. All employees are eligible to play this hide-and-seek game.

When you find the footprints, use the Envision app you downloaded to your smartphone and scan the image. Fill out all the information requested and send. If you don't have your phone, simply email the page number and location from your computer to EmployeeMatters@aflac.com. And no, the ones here don't count!

DEADLINE: April 20.



In a HEARTBEAT

*How one woman's decision
changed a Nebraska family's life*



Above: Jordan and Karen Stevens and daughter Macy.

During a celebration that marked what would have been her son's 16th birthday, an organ donor's mother held in her arms living proof that her decision to donate her son's organs was the right one. A new chapter in their lives had begun.

Last November, a woman pressed her ear against a teenage girl's chest and heard her son's heartbeat. She cried, as did most of the congregation, overcome by emotions that ranged from indescribable sadness to overwhelming joy knowing that her son's death had given this 15-year-old a second chance at life.

An hour earlier, policyholder Jordan Stevens, wife Karen and daughters Macy, Mia and Sophia were tired – and nervous – as they pulled into the church parking lot. Any trip that began in Omaha and then wound through Memphis and New Orleans to end in Gulfport, Miss. would leave most families frazzled, but this trip held an extra, highly charged and emotional element: They would be meeting the family of the 11-year-old boy whose heart was beating in Macy's chest.

"When Macy was born, her heart was weakened from congenital heart defects that included tricuspid atresia, atrial septal defect and pulmonary stenosis," says Jordan. "At first, the conditions were controlled through three open-heart surgeries and drug therapy, but in 2008 her condition worsened and she was placed on the heart transplant list."

Then in December 2008, guided by an organ recovery program professional, a young boy's family made the far-reaching decision to donate his organs after a brain hemorrhage took his life.

Macy Stevens was among six organ and tissue recipients.

Five years after the transplant, the high school sophomore has become her own person. Her interests range from typical teen activities such as competitive sports and driving, but often veer into exploring classic movies, alternative music and complex topics that belie her age.

"The trip to Gulfport was a healing one, and one that will forever change Macy's life."

With an innate sensitivity came a realization that her life will always be intertwined with that of her organ donor's family; there will always be an indestructible bond between the families.

"It's eye-opening to see what they had to go through, what they lost and how much they cherished him," says Macy. "The whole family was nice. It was a good closure."

As time passes, Macy, like all teenagers, has countless decisions to make: where to attend college; what career to pursue; where to live.

As the next chapter of her life unfolds, she'll face those decisions with a maturity beyond her years – and a determination not to be defined by her heart, but rather what's in it.

Aflac readers first met the Stevens family in Employee Matters 2010's second issue. It told of Macy's struggles – and triumphs – as she faced congenital heart defects, and how Aflac and agent Ginny Daisley were there for the Stevens family.

Much of Aflac's success can be traced directly to veteran agents like Virginia (Ginny) Daisley. The Stevens' agent was recruited from a retail setting in 1986 by Dee Coughlin, who had contracted with Aflac ten years prior.

She's been providing caring service to Aflac customers like the Stevens ever since. "I had never given a thought to selling insurance, but I took the test, got my license and forged a career," says Ginny. "Assisting in the claims process is an important way to show policyholders we keep our promises." The help she continues to provide the Stevens is typical in a profession that has never lost its appeal to her. "I have gotten so close to this family. It truly is a miracle to see Macy now."

5

BUILD
ING

BLOCKS

TO

CEM
ENT
YOUR

BUSINESS ETIQUETTE SUCCESS

by Carrice A. Quinnie

What is proper business etiquette? At Aflac, business etiquette involves treating colleagues and customers with respect and courtesy – creating a pleasant work environment for everyone.

It's the foundation for building professional relationships, and proper business etiquette can definitely bolster the success of any professional's career. Let's excavate successful habits and explore the building blocks that will help cement strong professional relationships.



1 PUNCTUALITY

Punctuality is very important, and punctual professionals are viewed by colleagues, supervisors and managers more favorably. Keeping people waiting sends a very unprofessional message, and being tardy or late implies that you do not care about the other person's schedule and can be interpreted as disrespectful.

"Punctuality is important to one's professional career as it communicates that you care about your job and have the capability of handling responsibility. It also shows your understanding and respect of others' time and prevents you from missing important information. These characteristics, matched with skills, are perfect ingredients for promotional opportunities. In addition, being unpunctual costs more money for the organization. While it may be acceptable for individuals to be late to social events, being late to a business event or meeting can negatively impact the organization, because it delays timelines and reduces productivity."

– **Ana Duarte**, manager
Policy Service, Wingspan Support

2 INTEGRITY

Honesty is the best policy, and having a reputation for telling the truth and delivering on promises goes a long way. Remember, a reputation of integrity is slowly gained but quickly lost. Strive to meet all deadlines. If there is a conflict, give updates and communicate clearly. Never give excuses, only solutions.

"Integrity is important to one's professional career. It comes in many forms. In my opinion, honesty and dependability are two traits that allow you to stand apart from others. Honesty allows others to trust you; dependability allows others to see you as an accountable individual. Therefore, you begin to build your workplace reputation. Honesty, trust, dependability and accountability make you more marketable. Simply put, integrity is doing the right thing for the right reason, even when no one is watching."

– **Charisma Edwards**, supervisor
Referral and Resolution, Sales Associate
Administration



3 DIPLOMACY

Think of others before you speak or take action. Will your words or actions be encouraging? Will they help colleagues find resolutions or will they spread animosity? Being driven by impulse can sometimes lead a person away from an intended outcome, so think before sharing sensitive information.

"Diplomacy, to me, is the simple act of 'give and take.' You and the party you're dealing with must both be willing to compromise and negotiate. Building relationships with others is an art, and definitely helps pave the way to both the respect

and willingness to work together needed to arrive at mutually agreeable solutions."

– **Matthew Owenby**, vice president
Human Resources

4 APPEARANCE

Dressing appropriately, good posture, being in the right place at the right time and being physically presentable are all the elements for having a confident, professional appearance. Groomed hair and clean attire are a must!

"The importance of one's appearance is something we're all keenly aware of. In fact, sayings like, Dress for Success and Dress the Part are commonplace. If you really think about the meaning of these sayings, it's not necessarily just about your present state, but it also embodies where you plan on going or who you plan on being. How you appear to others can be a representation of the role you desire. The question is – do you want to convey an aura of professionalism or something different? Now, this does NOT mean that you need to wear a three-piece suit every day, but it does mean you can use your appearance to convey your intentions. Think of it as a visual way to represent your own personal brand, who you are and/or who you intend to become. You may not have the chance to make an impression with others verbally or through your day-to-day job, but you do with your appearance. So take advantage of it and use your appearance as an opportunity to communicate your desire for success, while staying ultra-focused on demonstrating excellence in your role each day."

– **Heather Avery**, senior manager
Business Analytics



MIND YOUR MOBILE MANNERS



According to a recent Pew Research Center study, **91 percent of American adults own cell phones; more than 56 percent own smartphones.** With that many mobile phones in circulation, it's no wonder they've become such a common sight at Aflac.

Don't let easy access to friends and family through phones and other mobile devices interfere with good manners, though. To ensure proper workplace smartphone etiquette, ask yourself:

AM I GIVING MY UNDIVIDED ATTENTION?

Common courtesy is a soft skill cited by many HR experts as being one of the most important. If you have one eye on your mobile device during face-to-face conversations, you may appear disrespectful.

WILL MY MESSAGE BE TAKEN THE RIGHT WAY?

Sometimes a short reply can be perceived as a terse reply. Consider including an automatic message with your signature explaining that the brevity of your message – and any unintentional autocorrect typos – are the result of its being sent from your phone.

DOES MY RINGTONE INTERFERE WITH MY CO-WORKERS' CONCENTRATION?

It's true; who you are can now be reflected in your cellphone ringtone. But songs, jingles – even duck quacks – can be annoying, so set your phone on vibrate or turn it off when you arrive at work.

DO I CONTROL MY PHONE – OR DOES IT CONTROL ME?

Some studies contend that too much multi-tasking leads to a dependence on devices to tell us what to do, leading to brain-drain of otherwise easily recalled information. Keep your brain sharp by remembering actual information, rather than where information is located on your phone.

→ To help guide employees, Aflac has a social media policy published in the Aflac Employee Handbook. The policy includes guidelines to follow when logging on to either Aflac or non-Aflac hosted sites. Find it on the employee intranet > Quick Action Links > Employee Handbook > Social Media Policy.

5 BEHAVIOR

Personal manners and attitude, good or bad, gives others an introspective look at your character. When you are argumentative, negative, or a busy-body, you are less likely to be perceived as professional. A pleasant, positive demeanor is more approachable. People may be more inclined to work with you and offer their assistance when needed.

– **Laree Daniel**, senior vice president, chief administrative officer, Internal Operations, shares her perspective on behavior:

“When thinking about behavior, it is important to first, know your audience and consider their perspective and spheres of influence to shape your behavior. For example, when spending time around peers, there is a greater propensity for you to behave more casual and laid back. While this is not inherently bad, it is critical that you remain cognizant of your surroundings and behave in a way that is above approach, regardless of who may be watching.

“Additionally, because we all work on teams, one of the most valuable behaviors you can exhibit is humility. Achieving results and reaching milestones is something we each strive for, and results should definitely be celebrated; but you should share the credit and recognize the impact and contributions that others made. You can accomplish so much more with the support of others, and being humble will encourage those around you to want to help you succeed.

“Third, walk the talk and do what you say you will do. We have all heard it said that actions speak louder than words, but it is true. Your behavior, the things you do, will make the difference in whether you are viewed as trustworthy and dependable or unreliable and inconsistent.

“Finally, there are a myriad of little things you can do to ensure your behavior projects a positive representation of who you are – things like watching the volume and tone of your voice, avoiding the use of slang or acronyms when speaking or writing, allowing others to finish their thoughts before you interject, and keeping your workspace tidy. These seemingly small things are easily noticed and can go a long way in helping you make positive and lasting impressions.

“Overall, it is about practicing the principles of the Golden Rule and behaving toward others in a way that you would want them to behave toward you.”



Employee Appreciation Week: A fresh new attitude *by Somer Mason*

Employee Appreciation Week is the time of year all Aflac employees look forward to. It's a time when employees are celebrated for their contributions to Aflac's success. If this May's EAW will be your first, you are certainly in for a treat. If you have a few EAWs under your belt, though, never fear: Each year, the EAW committee continues to make changes that keep the event fresh and exciting. **Here are some changes you can expect to see for EAW 2014:**

No. 1

AN OFFICIAL EAW LOGO

In the past, EAW has had different themes and logos. The committee wants to make sure that EAW communications are easily recognizable, so, starting this year, Aflac will have an official EAW logo. This logo will be used on all EAW materials from 2014 and beyond. Everyone will grow familiar with the logo and know that what they are about to see or read deals with EAW specifically. But don't worry: There will still be fresh new themes each year to shake things up and make things a bit different. The logo will simply serve as a familiar identifier for EAW-related materials.

No. 2

A NEW ONLINE EVENT REGISTRATION SYSTEM

EAW event registration will be through the signup4 system that was successfully used for the 2013 Aflac Christmas Party. This will be your one-stop-shop for all things EAW. Each Aflac location (Albany, Columbia, Columbus and Omaha) will have a different site. Here you can access location-specific agendas, family day event information, directions to events, and RSVP for the family day adventure and night-time events that you want to attend.

➔ *Watch for an email from Invitation@signup4.net for a link to your own personal page.*

No. 3

MY EAW EXPERIENCE FACEBOOK GROUP

The EAW committee launched this page last year posting polls, videos, company photos, updates and reminders on EAW events. Employees were encouraged to post their own comments, photos and videos during the week. Members of the group had a blast seeing posts from their friends and connecting with people from all around the company.

The old page has been deleted and a new one created with different features and permissions, so even if you were a fan last year, you will need to rejoin. Search for My EAW Experience on Facebook and join today. This page is open to employees at all campuses.



➔ **WE WANT TO HEAR FROM YOU!** Scan the QR code to the left to go to the EAW Facebook page and post your comments and questions regarding EAW 2014 or contact EmployeeAdvocacy@aflac.com.

SCAN PHOTO | Use your smartphone to scan this image and watch it come to life. See page 3.



Turning over a new, greener leaf

by Susan Goodsell

At Aflac, we strive to be good stewards of the environment by minimizing our impact on it. By proactively reducing our carbon footprint, we are doing our part to ensure a healthy environment for future generations. Because the company doesn't manufacture goods, Aflac's impact is based on consumption of resources and managing the use of the resources and the related waste.

sus • tain • abili • i • ty: What is sustainability? It sounds complicated; can't we just say "green"? Sure we can, but let's take a look at what sustainability encompasses. It's based on a simple principle: **Everything we need for survival and well-being depends on our natural environment.** Sustainability creates and maintains the conditions that humans and nature need to exist, and permits fulfillment of the social, economic and cultural requirements of present and future generations.

Environmental sustainability is important because we must make sure we have, and will continue to have, the water, materials and resources necessary to protect human health and our environment.

Energy management

A company with more than 4,600 employees and the related computers, telephones, mobile phones, task lights and other fixtures needs a great deal of energy to sustain operations – more than 27 million kilowatt hours each year. Let's face it, without power, we can't conduct business. Every kilowatt of energy we use is measured and billed, which directly affects our profitability. That's why the Facilities and IT divisions partner to implement energy saving measures like the 1E NightWatchman system, which powers down computer hard drives after hours, saving the company 1.4 million kilowatt hours annually.

Power conservation is also your responsibility as well. Remember to turn off your task lights, as well as office and conference room lights, when you leave. Aflac outlines further details about power conservation in its Energy Management Policy. (See top of next page.)

Waste not, want not

The next significant impact on our carbon footprint is solid waste – business papers, shipping materials and food waste all add up. The company generates approximately 2 million pounds of solid waste annually. That's about 428 pounds of trash per person, equivalent to 24 cases of canned soda.

It takes several months and up to thousands of years for some materials – even natural ones – to decompose. Consider this: One single cigarette butt takes 12 years to decompose, a soda can takes 80-100 years and a glass jar takes one million years, so where you dispose of your recyclables is important. Through our SmartGreen initiatives, Aflac recycles business paper, magazines, plastic, aluminum, cardboard, polystyrene food containers, construction materials, batteries, ink cartridges, computer and electronic equipment and food waste.

Every product that we recycle has a marked container for it conveniently placed in company break rooms and the cafeterias. The Facilities team does not sort through the garbage to

re-route the trash to its proper recycling container, so it's up to you to pre-sort your recyclables correctly (see "Earth Day," *Employee Matters*, July/August 2013). Approximately 70 percent of Aflac's solid waste was recycled in 2013.

Consider this:

12 yrs.

A single cigarette butt takes 12 years to decompose



80-100 yrs.

A soda can take 80-100 years to decompose



1 Mil. yrs.

A glass jar takes 1 million years to decompose



Using energy efficiently helps Aflac save money as well as conserve resources and do our part to slow climate change. ISO 50001 supports companies like ours to use energy more efficiently, through the development of an energy management system. Aflac is the 23rd company and the only insurance company in the U.S. with ISO 50001 certification.

Aflac is committed to the continuous improvement of our Energy Management System, its efficiency and performance in accordance with the ISO 50001:2011 standard, and that appropriate energy objectives and targets are established, reviewed and maintained. Our management is committed to ensuring the availability of information and of necessary resources to achieve established energy objectives and targets.



Although you won't need to recycle your food waste, in PSA's Ridge Café kitchen the food service staff is doing their part by putting food waste created during food preparation in a digester, recycling up to 54,000 pounds of solid food waste annually. When combined with enzymes, food waste is converted to gray water within 24 hours and then flushed down the drain. Gray water is cleaned at the sewage treatment plant and returned to the water system to be used again.


Individual effort

The Green Executive Committee plans several activities each year to make recycling and reusing goods easier. Among their initiatives are electronic waste drives, office supply swaps through the Freecycle event, partnership with Trees Columbus to give free trees to employees on Arbor Day and an annual Earth Day event. Last year, for the first time, the Green Committee held a blue jean week, and raised more than \$4,000 with employee support to benefit environmental organizations through EarthShare.

Employees are doing their part in other ways too. To honor them, the Green Committee recognized several as Aflac's Champions of the Planet. What you may have noticed when you read the portal stories is that those honorees are regular people. They live in regular neighborhoods and work alongside you here at the company. The common theme they all shared is that you can adjust your level of dedication to environmental advocacy (your greenness) to fit your lifestyle. Doing something, however slight, is better than doing nothing at all.

Our champions have been gardeners, potters, remodelers and recyclers. "If we've done nothing else, I hope we've dispelled the myth that you have to be a disruptive activist or pure naturalist in order to be a champion of the environment," says Green Committee member and event committee chair, Jennifer Estes. "You don't need to be extreme. You

just need to have awareness and take action that works for you and your lifestyle."

 **IF YOU WANT TO TURN OVER A NEW GREEN LEAF, join the Green Team, made up of Aflac's grassroots green ambassadors, by going to myAflac.com > About Aflac > Aflac Goes Green.**

"You don't need to be extreme. You just need to have awareness and take action that works for you and your lifestyle."

Jennifer Estes
Green Committee member

While you may think you know all there is to know about Aflac's employee intranet, there could be some things that you're missing out on.



AFLAC'S EMPLOYEE INTRANET

[IT'S TIME TO TAKE
A CLOSER LOOK]

by Alicia Clampett

Maybe you've heard about the good deals in the Aflac Classifieds, but aren't sure where to find them. Or maybe you are wondering what's for lunch in the cafeteria. Once you know your way around the employee intranet, your life as an Aflac employee could become much easier. Check it often for breaking news!

THE NECESSITIES:

- **Intranet slider:** Your intranet homepage features news stories to keep you "in the know" and aware of information deemed most essential by management.
- **Notifications:** On the left side of your intranet home page are announcements and developing news.
- **Quick Polls:** Although these may seem to be random queries — and sometimes they are! — occasionally the results from these quick polls are used to make employee engagement decisions. Find them posted from time to time beneath the notifications.
- **Aflac in the News:** Keep up with Aflac's media exposure. This section shows Aflac from the perspective of the media and can be very insightful.
- **Employee Services:** Under this tab, there is a wealth of information that you may need from benefits and compensation to checking your salary statement in Self Service.
- **Aflac Services:** This tab will help you answer many of your daily questions, like where to find a meeting room or how to report suspected insurance fraud to Special Investigations.

THE PERKS:

- **Community Bulletin Board:** This great feature is available under **Employee Services/Perks** to show you upcoming events or travel destinations that are being offered at special discounts to Aflac employees in multiple locations.
- **Duck Gear:** As you know, CAYS is now called Duck Gear. When you need that extra gift or if you are looking for new gear for yourself, this new and improved site is where you want to go. It can be found by clicking **Classifieds/Employee Perks**.
- **Cafeteria Menus:** Under **Quick Action Links**, you will find the menus for both the main campus and PSA in Columbus. Planning your lunch for the week can make life easier.
- **Local Discounts:** If you're looking for a bargain, then look no further. Under Quick Action Links or Aflac Group HR you will find employee discounts that are far-ranging and available at many local businesses in the Columbus and Columbia area. For local discounts in the Albany or Omaha locations, contact your HR representatives.
- **Aflac Classifieds:** No, not the newspaper classifieds, but actual classifieds from your fellow employees. Access this section under **Employee Services > Perks** to browse and see what you may like, or post something of your own to sale.



Keep your
spring
cleaning
safe!



STAY SAFE AS YOU SPRUCE UP YOUR HOME, AUTO AND YARD

It's spring, and it's the time of year when many of us roll up our sleeves and tackle the chores we've neglected through the winter months. Indoors or out, there are countless opportunities to clean up, throw out, and give away.

And also to get hurt!

We've all heard the statistics about home injuries, but most of us assume they don't apply to us. The truth is, however, that in the blink of an eye, our lives can change dramatically because of an accident or injury – often in our own homes.

You may be full of energy and ready to get started on your cleaning projects, but following are a few common sense guidelines to consider before climbing that ladder or bleaching that deck.

FOR SUCCESSFUL SPRING CLEANING:



Protect yourself and others from harsh chemicals.

Open windows for ventilation, protect your eyes and use gloves if your hands will be in cleaning solutions. Whenever possible, use natural cleaners. Many common household items such as vinegar, baking soda and lemon juice pack the same cleaning wallop as strong chemicals that contribute to both indoor and outdoor pollution. Find out more online by searching for "Natural Cleaning" or similar keywords.



Store products safely.

Secure all products in a locked area away from children and pets. Read the labels carefully for temperature, corrosion and toxicity warnings and store the products accordingly. Household chemicals should not be transferred to different containers unless the container is properly labeled and compatible with the chemical. Never transfer chemicals into containers that originally contained food.



Use ladders wisely.

Use the right ladder for the job. The top of a stepladder is not for standing or stepping, so use a longer ladder to reach high spots. Reposition the ladder as necessary so you don't overreach.



Think green; recycle.

Instead of clogging landfills with old electronics, rechargeable batteries and cell phones, **find out more about Green alternatives on the employee intranet > About Aflac > Aflac Goes Green.**



Help clean the planet; plant a tree.

Not only do trees clean the air, they can also reduce your heating and cooling costs, bring beauty and color to your yard, and add value to your home. Watch for tree giveaways sponsored by Aflac's partnerships with Trees Columbus, Inc. Plant one each spring!



Spring ahead, fall back.

Daylight Saving Time is the perfect reminder to test and replace batteries in smoke detectors and indoor air pollution monitors. Check your medicine cabinet for expired medications. Discard batteries and medications properly.

HARVARD TRAINING – *without the trip to Cambridge*

[You and Harvard ManageMentor]

Need to polish your writing skills or to beef up your customer focus? Help is here for all employees in the form of Harvard ManageMentor.

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334,851
TOTAL HOURS of training completed.

OUR PROGRESS AS OF
END-OF-YEAR 2013:

6,262
COURSES completed.

3,769
EMPLOYEES registered.

9.2
HOURS is the average time
spent on HMM per learner.

3
TOP COURSES:
Career Management
Customer Focus
Budgeting

Below: Lobby of the Aflac Cancer Center



Aflac sets ambitious goal to mark 20-year association with Aflac Cancer Center

[On course to top \$100 million in 2015]

Aflac's association with childhood cancer research and treatment began in 1995 when Chairman and CEO Dan Amos was approached by the Aflac Cancer Center, then called Children's Healthcare of Atlanta, requesting a \$25,000 donation to help make renovations to the floor where they treated children with cancer and blood disorders. Aflac responded with a \$3 million initial donation that has grown to \$87 million today, fusing the Aflac Cancer Center with the company's culture.

It's hoped that additional contributions, fueled in large part by Aflac employees, executive staff and thousands of independent agents who voluntarily donate more than \$445,000 each month from their commission checks, will reach \$100 million by the end of 2015.



Aflac also conducts public campaigns to enlist support as well, including its Duckprints initiative, which honors heroes who leave their footprints in the fight against children's cancer. As part of the program, the company donated \$2 to the Aflac Cancer Center for any Duckprints-related social actions taken on various social mediums. More than \$950,000 was raised by year's end, 2013.

KEY INFORMATION FOR BUSINESSES AND CONSUMERS

- Funded the construction of new inpatient and outpatient facilities, a state-of-the-art pediatric research building, and endowments for the Family Support Team and Fellowship Program.
- In 2001, Aflac initiated funding of the Aflac Cancer Center's Childhood Cancer Survivorship Program, which is now one of the nation's leading programs focusing solely on post-therapy health and medical issues of childhood cancer survivors.
- Since 2005, Aflac has donated more than \$1.2 million to the Children's Oncology Group, a national cancer institute devoted exclusively to childhood and adolescent cancer research.
- In 2010, Aflac teamed with Beads of Courage to create pewter Aflac Duck Wingman beads that are sponsored by caring people and given to children as they begin their treatments for a serious illness like cancer. The bead signifies to each child that he or she is not alone in his or her fight against the disease. Beads of Courage is a nonprofit, international organization that helps children chronicle their unique stories using beads that commemorate milestones and procedures during their treatment for cancer.
- In 2013, Aflac announced its participation in the TOMODACHI Initiative, a joint enterprise led by the U.S. government and the U.S.-Japan Council. TOMODACHI is a public-private partnership that invests in the next generation of Japanese and Americans in ways that strengthen relationships between the U.S. and Japan over the long-term.



To find out more about how you can get involved in this and other causes, go to the employee intranet > Volunteer Opps in the Quick Action Links > Volunteer Info, or visit www.aflaccancercenter.org.



Above: Melissa Martin, William G. Woods, M.D. and Ansley Riedel.

In 1988, miles apart, two young lives were changed forever by cancer. Melissa Scherer, now Martin, from Los Angeles and Ansley Riedel, who lived in Atlanta, were both diagnosed with acute myeloid leukemia (AML), an adult form of leukemia. The key to both receiving successful treatments, according to Dr. Woods, was the sharing of information among pediatric researchers and physicians.

Today, Dr. Woods is the Director and Daniel P. Amos Children's chair of the Aflac Cancer Center. And Ansley and Melissa's stories have also come full circle. Ansley graduated from Emory School of Nursing in May 2013 and works on the kidney/liver transplant unit at Children's. Her mother, Vicki, was instrumental in recruiting Aflac as a major donor to Children's, which eventually led to the establishment of the Aflac Cancer Center.

Melissa has also found her way to Children's, working as a pediatric nurse practitioner at the Aflac Cancer Center. She is proud to work at Children's and to make a difference to children who are going through the same thing she did.

**Above are excerpts taken from an article featured in the Fall 2010 issue of SmallWonders magazine.*

FRAMEWORK

Building the Matrix

In 2013, Aflac leadership outlined the strategic pillars that will guide business decisions for the next three years. How we achieve our objectives depends on the framework we build to carry us forward. Framework for Change is the matrix that will redefine how we conduct business and set the stage for the future.

Framework for Change status report

One component of the Framework for Change is to reorganize talent to support teams focused on the ten strategic initiatives. Many organizational changes took place last summer. Leaders will continue to analyze the skill-sets of their employees and work to build strong dynamic and diverse teams. This may mean additional training for employees or analysis and improvement of processes and procedures. Teams will contract and expand accordingly as the needs of the business continue to evolve.

Leaders also addressed the results of the Bain 2013 Organizational Effectiveness Survey by implementing initiatives focused on survey results.

More information will be coming your way. In the meantime, reflect on how you can add value to your team and the company to support the strategic pillars and share your ideas with your leadership. You never know; you may have the next bright idea that will move us closer to our goals.

As a reminder, here
are our strategic pillars
and what they mean:



No. 1

Improve and expand our distribution – We are continually looking for innovative ways to improve and expand our distribution by expanding our broker channel, building an Aflac proprietary exchange, driving new channels and increasing field force productivity through the right tools, processes and incentives. We will make sure we get Aflac products in the hands of as many people as possible. We will continue to drive recruiting growth, drive brand awareness and explore options to maximize our customer reach.

for CHANGE

Here are a few accomplishments already achieved:

- *Redesigned and launched leadership and personal development curriculum to address gaps in the workforce skills (See Employee Matters, Jan/Feb. 2014).*
- *Increased communication about business matters in the employee magazine, portal stories and face-to-face meetings, including Talk the Talk with Leadership sessions.*
- *Implemented a new online goal setting and performance appraisal process for officers to align them to the strategic pillars.*
- *Empowered leaders to make business decisions by implementing a system (RAPID) to clarify objectives and to assign and communicate decision-making roles.*



No. 2

Focus on our product innovation – In order to grow our core business and expand our distribution, we have to have the right products. That means improving the individual and group products we have today, as well as selling different products to meet consumer demand. It also means exploring innovative product opportunities in response to health care reform. Health Care Reform has the potential to create a whole new set of opportunities for Aflac products. We are also going to focus on increasing our speed to market.

No. 3

Own our customer experience – We own our customer experience by doing the very best job of providing a customer service experience that people want, respect and actually see value in. This isn't just about how we touch the customer, but also about automation and delivering to Aflac Group the automation we have in Columbus, thus improving the billing and claims experience.

No. 4

Strengthen our low-cost business model – Historically, being the low-cost provider has given us an advantage over the competition. Maintaining this imperative will help us to keep our winning edge in this highly competitive environment. It is important that we stay focused on reducing costs by being good stewards of company resources. We will continue to strive to be a low-cost provider, while meeting our operating earnings objectives and expense targets.



UNDERSTANDING YOUR CO-WORKERS

You might be able to pick up clues on the best way to work with others by developing an understanding of generational viewpoints. Although the exact age-range for each category varies by source, Jackie Egins, Corporate Learning, shares these general insights:

Traditionalist (born before 1946)

This group exhibits a work style that exemplifies obedience, advancement through hierarchy and following tradition and status quo with a sense of duty and honor. This group is typically very private, so don't expect members to share their thoughts immediately. Show your appreciation of their knowledge and explain the need for any changes and how they will increase value.

Traditionalists are straightforward, tactful, loyal, hard-working and dependable. They are motivated by respect and recognition.

Baby Boomer (born 1946–1964)

Work styles for this group reveal team orientation, great value on personal growth, the need to be involved and a belief in sacrifice for success. Most members like to be asked for their input and to feel that their efforts matter. This group started the "workaholic" trend, so expect them to be hard workers.

They may seek opportunities for emotional fulfillment and meaning in their lives, and they enjoy mentoring others. They are motivated by increased responsibilities, teamwork and group discussions.

Generation X (born 1965–1979)

These folks grew up during the high-tech revolution, and know their stuff! They'll respond well to a fun working environment and regular feedback.

Gen-Xers tend to be mobile and flexible, are computer literate, desire immediate feedback, learn by doing and prefer casual dress.

Millennial, Gen Y (born 1980-2000)

This group, almost as large as the Baby Boomers, has an impressive capacity to multitask and is globally connected, civic-minded and competitive. Work/life balance is an important key for career satisfaction.

They value honesty and integrity in leaders, and desire challenge, growth and development.

Point Aflac customers to

Aflac's Small Business Blog

For insights, tools and tips about health care reform, wellness and more



Small businesses rely on Aflac for benefits that help provide employees with peace of mind and cash if they are sick or injured. With all the changes stemming from the Affordable Care Act, small business owners are increasingly turning to Aflac for information on a variety of benefit related topics.

To help small businesses get the information they need, Aflac launched a new blog on aflac.com featuring short, conversational content that can be easily shared via social media channels – Facebook, Twitter, Google+, LinkedIn and others.

Blog topics provide insights and tips on how to run a successful small business and are organized into three categories: **Build Your Business**, **Health & Recovery** and **Real Life, Real Tips**.

The Content Marketing team updates the blog regularly to keep it fresh and promotes the blog in a variety of marketing channels, including direct mail and online ads.

➔ **TAKE A LOOK** at Aflac.com > [Business & Current Accounts](#) > [Blog](#) and share the approved articles to help spread the word about Aflac's valuable resources for small business, or simply scan the QR code to the right.



New Faces



Richard Kendrick
Broker Sales ABS



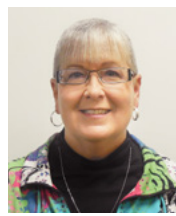
Richard Wolfe
Broker Sales ABS

ATLANTA

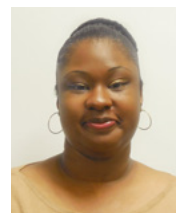
COL UMBIA



Brenda Barnes
Claims



Beverly Bellamy
Claims



Ndeonika Booker
Imaging



Fiona Borelli
Customer Service



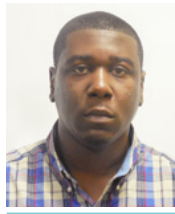
Kiara Cancer
Imaging



Fannie Casey
Customer Service



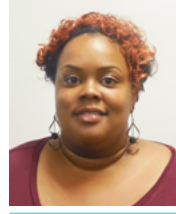
Monique Cowans
Imaging



Tres' Dollard
Imaging



Severia Edwards
Imaging



Tiffany Grant
Imaging



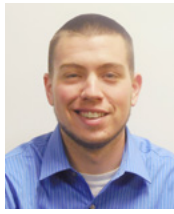
Martin Harper
Financial



Ashley Hart
Customer Service



Stephanie Heacock
Customer Service



Zachary Hood
Imaging



Miguel McClendon
Sales Contracting



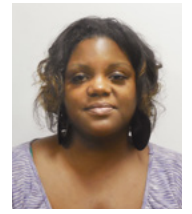
Timothy Paige
Imaging



Ahmad Simone
Resource Planning



HaQuasha Terry
Human Resources



Michelle Turner-Davis
Imaging



Kendra Wannamaker
Imaging



Shelia Woods
Imaging

Say "hello" to some of Aflac's newest employees.



Brandon Allen
Customer Service Center



Faith Andrews
Customer Service Center



Donna Baker
Sales



Brandon Blackburn
Customer Service Center



**Karen
Brownson-Martinez**
Customer Service Center



Ashley Burbine
Compliance



Shawn Burke
Special Investigations

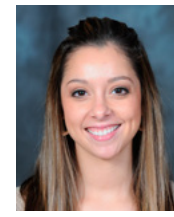
COL UMBUS



Wanda Bush
Investor Relations



Nathan Bush
Human Resources



Ashlee Challender
Administration Training



Alicia Clappett
Human Resources



Tonisha Clemons
Field Contracting



Ryan Coccagna
Internal Audit



Misty Drew
Customer Service Center



James Edmonds
Sales Academy



Jazmine Ellerbee
Customer Service Center



Tyson Funk
Broker Sales



Jeff Geter
Asset Management



Tory Herman
Broker Sales



Victoria Hester
IT



Greg Hill
Broker Sales



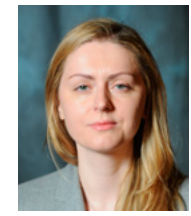
DeQuetta Holloway
Customer Service Center



Tia Jacobs
Customer Service Center



Nicholas Jensen
Broker Sales



Tatiana Kedel
Accounting



Fern Lasseter
Sales/Marketing



Asia Leflore
Talent Acquisition



Matt Lynn
SEMO



Hope McCorkle
Broker Sales



Shawn McDermott
Broker Sales



Jennifer Miles
Customer Service Center



Gabrielle Nixon
Customer Service Center



Crystal Parker
Cost Accounting



Krystian Peterson
Customer Service Center



Shoko Porter
International



Vanessa Redondo
Marketing



Sally Rejas
Marketing



Felix Remigio
Transportation



Eden Ripingill
Sales



Janice Robinson
Broker Wingman



Rene Rubio
Broker Sales



Todd Smith
Budget



Rachel Standifer
Customer Service Center



Brandon Tarvin
Claims



Brittney Thomas
Customer Service Center



Heather Tomson
Broker Sales



Sharmel Veasley
Customer Service Center



Deidre Williams
Marketing



Aolin Zhang
Actuarial

COMMUNI CORP



Donna Harris
Communicorp



Taletha Lansdon
Communicorp



Thomas Turnage
Communicorp



Phillip Weaver
Communicorp

All in the Family

■■■■■■■■■■ CONGRATULATIONS TO ■■■■■■■■■■

Staci Allen, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Tracy Allen, who was promoted from business process analyst II to senior compliance analyst, Claims Risk Analysis.

Porchia Alvarado, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Jordan Anderson, who was promoted from SIFE analyst, LeAP Recruitment, to strategic sourcing analyst II, Purchasing.

Lanora Anderson, who was promoted from quality auditor, Quality, to associate trainer, Human Resources.

Sharla Anselm, who was promoted from investment accountant I to investment accountant III, Investment Accounting.

Julie Arsenault, who was promoted from operations analyst I to senior operations analyst, Field Compensation Overhead.

Carita Ayres, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Nancy Ayres, who was promoted from business process analyst III, Process Alignment and Control, to implementation manager, Product Development.

Sophia Babbs, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Carmel Baker, who was promoted from senior marketing manager to supervisor, client relations, Group Implementation.

Morgan Batastini, who was promoted from operations analyst I, Post-Sales PIC, to broker of record analyst, Field Force Planning.

Shanna Bennett-Rivers, who was promoted from claims specialist II to claims specialist III, Claims.

Kathryn Berger, who was promoted from senior accounting support specialist to accounting specialist I, Accounts Payable.

Kelley Boyle, who was promoted from senior records support specialist to supervisor, Disaster Preparedness.

Whitten Bryans, who was promoted from supervisor, Quality and Audit, to strategic execution consultant I, SEMO.

LaQuita Buckle, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Carla Callahan, who was promoted from customer service specialist II, Customer Service, to administration support specialist IV, Compliance.

Steven Cao, who was promoted from operations analyst I to operations analyst II, Business Analytics.

Latasha Carrigan, who was promoted from customer service specialist I, to customer service specialist II, Customer Service Center.

Walden Carter Jr., who was promoted from account service specialist I to account service specialist II, NBS.

Chloe Cavaliere, who was promoted from customer service specialist I, to customer service specialist II, Customer Service Center.

Patty Cherry, who was promoted from account service specialist II to account service specialist III, NBS.

Tywanna Chester, who was promoted from quality specialist, Post-Sales PIC, to claims accounting specialist, Administrative Support.

Nic Clark, who was promoted from supervisor, Fraud Analytics, to compliance business consultant, Aflac Trust.

Kialyn Clay, who was promoted from lead specialist, Imaging, to supervisor, preprocessing, Triage Unit.

Susan Clinton, who was promoted from accounting specialist II, Premium Collect and Billing, to accounting specialist III, Major Group Accounts.

Karen Collins, who was promoted from supervisor, Special Investigations, to business quality manager, Aflac Trust.

Ray Cudaback Jr., who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Anthony Davis, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Dawn Dawson, who was promoted from operations analyst I, Channel Management, to exchange operations coordinator, Exchanges and Enrollment.

Joshua Derouen, who was promoted from automated billing coordinator, Enrollment Services, to business process analyst III, Analytics Team.

Razvan Druica, who was promoted from credit research analyst to assistant vice president, Global Investments.

Tiffenay Dunbar, who was promoted from customer service specialist II, NBS, to wingspan services coordinator II, Wingspan Support.

Ricky Elsey, who was promoted from associate compensation specialist III to field compensation analyst, Field Compensation Specialty Team.

Gina Esquibel-Neal, who was promoted from sales specialist II to account service specialist III, Field Contracting Specialty Team.

Jewel Evans, who was promoted from mail support specialist I to mail support specialist II, Check Match and Support.

Sarita Ferreira, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Michelle Ford, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Catherine Friou, who was promoted from customer service specialist I, Customer Service Center, to federal comp research coordinator, Corporate Regulatory Implement.

Jennifer Gasko, who was promoted from lead specialist, Customer Service Center, to broker of record analyst, Field Force Planning.

Latrece George, who was promoted from account service coordinator to account relations executive III, Account Relations East.

LaTiesha Gibbs, who was promoted from preprocessing specialist, Imaging, to executive assistant I, Group Marketing.

Nicole Gipe, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

James Grady, who was promoted from business continuity analyst to senior business continuity analyst, Disaster Preparedness.

Jayne Gratzmiller, who was promoted from administrative assistant to senior security specialist, Security.

Susan Gray, who was promoted from senior shareholder services specialist to shareholder services analyst, Shareholder Services.

Marcia Greenidge, who was promoted from accounting specialist I to accounting specialist II, LAS Reconciliation.

Brittany Grissett, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Trinity Grothier, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Melanie Gurciullo, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Jeffrey Guzman-Rodriguez, who was promoted from customer service specialist III to lead specialist, Customer Service Center.

Chandra Hall, who was promoted from security officer II to security officer III, Security.

Jill Harden, who was promoted from executive assistant I, IT Chief of Staff, to executive assistant II, IT Enterprise Architecture.

Shannon Hardy, who was promoted from account service specialist III, NBS, to electronic file tester, Enrollment Tools and Vendor Management.

Veena Harish, who was promoted from business systems analyst I to project manager II, IT Project Management Office.

Melissa Henao, who was promoted from account service specialist II to account service specialist III, NBS.

Terry Henderson Jr., who was promoted from pre-processing specialist, Imaging, to accounting specialist II, Premium Collection and Billing.

Sandy Hernandez, who was promoted from lead specialist to supervisor, Customer Service Center.

Martha Hill, who was promoted from project coordinator I to project coordinator II, Investor Relations.

Jerry Hinkle Jr., who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Tiffany Howard, who was promoted from resource planning analyst I, Resource Management, to compliance analyst II, Claims Risk Analysis.

Melody Hughes, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Ron Hurtt, who was promoted from senior application developer to senior project manager, IT Project Management Office.

Tamer Ibrahim, who was promoted from operations analyst I, Support Services, to senior operations analyst, Sales Financial Management.

Joshua Inman, who was promoted from security officer II to security officer III, Security.

Kellee Jackson, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Mallory Jackson, who was promoted from operations analyst I to operations analyst II, Business Analytics.

Melita Jackson, who was promoted from account service specialist I to account service specialist II, NBS.

Sydelle Jacobs, who was promoted from accounting specialist III, Post-Sales PIC, to business process analyst I, Business Technology Solutions.

Ilesha James, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Linda Jeter, who was promoted from account relations executive to automated billing coordinator, Enrollment Services.

Erin Johnson, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Lashawnda Johnson, who was promoted from imaging support specialist II, Imaging, to accounting specialist II, Premium Collection and Billing.

Linda Johnson, who was promoted from supervisor, Account Relations East, to manager, claims operations, Production Overhead.

Kelley S. Jones, who was promoted from process audit specialist, Post-Sales PIC, to business process analyst II, Pre-Sales PIC.

Marcus Jones, who was promoted from supervisor, Client Relations, to manager, Group Implementation.

Rebecca Jones, who was promoted from claims accounting specialist, Administrative Support, to accounting analyst, Tax Department.

Erin Joyner, who was promoted from market development analyst II to market development analyst III, Contest Administration.

Jeremy King, who was promoted from workflow specialist to operations analyst I, Resource Planning.

Deana Kirby, who was promoted from lead specialist, Customer Service Center, to associate admin trainer, Admin Training.

Melody Lawler, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Rebecca Lehman, who was promoted from claims specialist II to lead specialist, Claims.

Kathryn Lewis, who was promoted from trainer III, Corp Learning, to manager, Learning Platforms.

Horace Linnen, who was promoted from accounting specialist II, Premium Collection and Billing, to accounting specialist III, Major Group Accounts.

Jonathan Longtin, who was promoted from business process analyst I to business process analyst II, Channel Management.

Gabriel Lopez, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Gregg Loudermilk, who was promoted from key account manager, Strategic Sales and Specialty Marketing, to senior consultant, Analytics Team.

Lanita Lucas, who was promoted from enrollment awareness coordinator, Concierge Enrollment, to state regulatory compliance consultant, Corporate Regulatory Implement.

Angelica Mallory, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Estella Malone, who was promoted from lead specialist to associate trainer, Administration Training.

Lisa Malone, who was promoted from executive assistant I, IT Chief of Staff, to executive assistant II, IT Product Development.

Shirley Manuel, who was promoted from account service specialist II, Policy Service Billing Operations, to automated billing coordinator I, Enrollment Services.

Tanya Martin, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Roy Mayoral, who was promoted from investigator II, Special Investigations, to business quality manager, Aflac Trust.

Jerome McCray, who was promoted from licensing specialist II, Field Contracting Core Processing, to business process analyst I, Business Tech Solutions.

Erica Medrano, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Breon Melson, who was promoted from application developer, IT Product Delivery, to implementation manager, Product Development.

Elizabeth Messel, who was promoted from customer service specialist II to associate administration trainer, Nebraska Human Resources.

Yaminah Mitchell, who was promoted from lead specialist to supervisor, Customer Service Center.

Joyce Moore, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

William Morgan Jr., who was promoted from manager, Lead Services, to senior manager, channel leader, Sales Leads.

Blair Morris, who was promoted from accounting specialist II to accounting specialist II, Premium Collect and Billing.

Kassey Nathan, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Amber Osborne, who was promoted from compliance specialist III to compliance analyst II, Claims Risk Analysis.

Margie Pratt, who was promoted from accounting specialist III, Treasury Services, to financial management analyst II, Sales Financial Management.

Tomeka Pugh, who was promoted from investment accountant I, Investment Accounting, to investment accountant II, Compliance.

Faiz Rabbani, who was promoted from consultant III, Office of Strategic Management, to strategic analytics consultant, SEMO.

Brenda Reis, who was promoted from operations analyst II to senior operations analyst, New Account Set-Up.

Cartrena Rembert, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Deanna Rentas, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Paul Rowe, who was promoted from accounting specialist III, Policy Service, to automated billing coordinator I, Enrollment Services.

Kim Salo, who was promoted from operations analyst I, PIC, to senior operations analyst, Analytics Team.

Katie Sample, who was promoted from administrative specialist I, Sales, to accounting specialist III, Treasury Services.

Geoffrey Sanders, who was promoted from compliance analyst II to senior compliance analyst, Claims Risk Analysis.

Naomi Sasser, who was promoted from alliance partner coordinator, Enrollment Services, to state regulatory compliance consultant, Corporate Regulatory Implementation.

Kerstyn Sauer, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Sarah Schulman, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Angela Smith, who was promoted from account enrollment executive to wingspan services coordinator III, Enrollment Services.

Brandon Smith, who was promoted from marketing manager I to coordinator II, Group Implementation.

Celena Spann, who was promoted from account manager II, Client Services, to account manager III, LAS.

Earl Speechley III, who was promoted from junior trader to assistant vice president, Global Investment.

Lisa Spivey, who was promoted from account relations executive II to account relations executive III, Account Relations East.

Wanda Starling, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Shawyna Stewart, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Sean Strickland, who was promoted from business consultant, Business Process Solutions, to market consultant, Analytics Team.

Stephanie Stroik-Ramones, who was promoted from consultant to manager, Strategic Sourcing and Procurement.

Lauren Tatum, who was promoted from lead specialist, Imaging, to compliance analyst I, Compliance.

Linda Taylor, who was promoted from account relations executive to account relations executive III, Account Relations East.

Tisha Taylor, who was promoted from account service specialist I to account service specialist II, NBS.

Travis Thompson, who was promoted from pre-processing specialist, Imaging, to account service specialist II, Triage Unit.

Sabrina Thorps, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Jessica Torbert, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Kimberlyn Traylor, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Christy Vasquez, who was promoted from financial systems analyst I, IT, to senior financial management analyst, Sales Financial Management.

Stephanie Verdree, who was promoted from account service specialist III, NBS, to specialist, PIC.

Christy Vlcek, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Kristin Wallace, who was promoted from accounting analyst to budget accountant I, Budget, Cost and Fixed Assets.

Carol Walsh, who was promoted from account service specialist II to account service specialist IV, Field Contracting Specialty Team.

Lindsey Wannamaker, who was promoted from support specialist IV, Sales Contracting and Comp, to pre-processing specialist, Imaging.

Jessica Westmoreland, who was promoted from customer service specialist I to customer service specialist II, Customer Service Center.

Eddie Wilks, who was promoted from manager, New Account Operations, to senior manager, account relations, Account Relations East.

Jamison Williams, who was promoted from trainer II, Admin Training, to senior broker of record analyst, Field Force Planning.

Phyllis Williams, who was promoted from supervisor, Claims, to manager, Production Overhead.

Robert Williams, who was promoted from supervisor to manager, Transportation.

Marian Wilson, who was promoted from accounting specialist I to accounting specialist II, LAS Reconciliation.

Tony Wilson, who was promoted from mailroom supervisor to manager, Distribution.

Denise Woodham, who was promoted from lead specialist, Customer Service Center, to supervisor, Policy Service Operations.

GRADUATIONS

Siobhan Franklin, Claims, completed her Master of Science in Accounting, with a concentration in Corporate Accounting, from Strayer University in December 2013.

PROFESSIONAL DEVELOPMENT

Teresa Lyles, New Acct Set-up, earned the Competent Communicator designation from Toastmasters International on Oct. 3, 2013. She is a member of Toastmasters Too, PSA campus.

EDUCATIONAL ACHIEVEMENTS

Drew Clegg, son of **Gail Clegg**, Center of Excellence, was accepted to the Golf Academy of America in Orlando, Fla.

Ellen Clegg, daughter of **Gail Clegg**, Center of Excellence, was accepted to the University of Georgia for fall semester 2014.

NEW ARRIVALS

Victor Estrella, IT Service Center, and his wife, Princess, welcomed baby girl, Eliana Adelyn Estrella on Dec. 3, 2013.

Christina Varghese, Legal, and **Merrill Varghese**, Marketing, celebrated the birth of their baby girl, Micah Ann, on Oct. 22, 2013.

POTPOURRI

Congratulations to Frank Thomas, "The Big Hurt", on being inducted into the 2014 Major League Baseball Hall of Fame. He is the brother of **Gloria Snelling**, Claims, uncle of **Felicia Snelling-Hicks**, New Account Setup, and cousin of **Beverly and William Kimbrough**, IT and Facilities Maintenance, respectively. He was also elected and inducted into the Georgia Sports Hall of Fame in February 2014.

SYMPATHIES

Aflac New York sends sympathies to **Shannon Willis**, PAS, in the loss of her brother, Squire Rumney IV.

Aflac New York sends sympathies to **Debbie Pitaniello**, NY AIM Leadership, in the loss of her brother, James Clough.



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