

# Taking Care of You with Real-Time Text Messaging

No one expects to get hurt on the job – and when it happens, it can feel overwhelming. Our team is just a text message away throughout your road to recovery.

**1** You get injured on the job – now what?

**3** Your employer will file a workers' compensation claim.

**2** Let your employer know of your injury right away.

**4** Then, a dedicated claims representative or nurse case manager will contact you with information on next steps and to verify your preference on communicating via text messaging.

**If yes,** you'll receive a welcome opt-in text.

**If no,** you can still reach your claims rep/nurse case manager via email or phone call.



## Real-time Translation

With real-time translations, you can text with your Claims team in your preferred language.

See list of languages below.\*



## Quick Responses

Texting allows our Claims team to get answers to your questions quickly.



## Information Sharing

Mobile communications make sharing photos and exchanging documentation simple.



## Appointment Reminders

Text alerts help remind you of important upcoming appointments.



## Expedited Claim Process

Shared information integrates into our system, accelerating payments and approvals.



## Discreet Communications

When a quiet space isn't available for a phone call, texting allows you to keep your conversations private.

\*Real-time translation in Arabic, Chinese Mandarin, English, French, German, Korean, Polish, Portuguese, Russian, Spanish, Urdu.

Each individual claim will have a dedicated text thread. Litigated claims require a written waiver from legal representatives. Standard messaging rates apply and texting only available within the United States.

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