

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.

AFGroup.com



All policies are underwritten by a licensed insurer subsidiary. For more information, visit afgroup.com. © AF Group.

