

AFLAC

# EMPLOYEE MATTERS

YOU ARE OUR BUSINESS

*"A better future  
for my daughter."*

- Shawnte Dickenson



*"Started. Moved away.  
Came back.  
Stayed."*

- Tony Henderson



*"Retail job, BOO!  
Aflac career, WOOHOO!"*

- Kurt Dukes

## Vision 2020

**VISION  
2020**

What's ahead

**DEAR  
AFLAC**

How we helped

**5 YEARS  
STRONG**

Global Investments

**6  
WORDS**

The Aflac experience

**AFLAC  
ETHICS**

The Aflac Way

“When we envision  
our destination —  
and prepare for  
potential roadblocks —  
we improve the  
likelihood of success.”



## Vision 2020 A message from Dan Amos, Chairman and CEO

It's springtime, and that means the beginning of road trip season for many of us.

To shake off winter's chill and the rigors of managing a fledgling insurance company, my uncles and father would sometimes load their cars and hit the road. Often, it was to visit Florida, where we had friends and family.

Other times, though, it was to new and unexplored destinations. They drove toward the wide-open horizon on unfamiliar roads, usually taking "the one less traveled."

Naturally, they kept their eyes on the road ahead. Good drivers know, though, that successful trips depend on more than merely examining what's directly in front of them. They glance to the left and right. They check their mirrors and monitor nearby vehicles.

They anticipate what's farther down the road and around the next corner.

In the business world, that foresight is called **vision**. When we envision our destination — and prepare for potential roadblocks — we improve the likelihood of success.

So, whatever your function at Aflac, keep in mind that vision leads directly to opportunity. With an eye on that vision, we'll thrive as we travel together on Aflac's incredible journey.

Thank you for sharing Aflac's vision. As my father would have said, "Happy trails to you!"

A handwritten signature of Dan Amos in black ink, written in a cursive style.

# Contents:



## FEATURES

4 Vision 2020

6 Doing the right thing

7 Dear Aflac



10 6 words

12 What winners do

18 Dr. Varner

## IN EVERY ISSUE

2 Quick Clips

23 New Employees

27 All in the Family

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# Quick Clips *[What's happening around Aflac?]*

## Aflac and Dayton Children's Hospital honor heroes in the fight against childhood cancer with Duckprints Awards

In October, the Aflac Duck traveled to Dayton, Ohio, to participate in the Dayton Children's Hospital's Duckprints Awards ceremony. Representing Aflac was Buffy Swinehart, who welcomed the hospital to Duckprints celebrations.



Dayton Children's Hospital's 2016 Duckprints Awardees were Gina Robinette, Kayleigh Crabtree and Moms 4 Miracles. ➔ [Read more about them at aflacduckprints.com.](http://aflacduckprints.com)

## Dan Amos included in Georgia Trend Most Influential list

Dan Amos was included in Georgia Trend's list of the 100 most influential Georgians. The annual list includes business, political, education and civic leaders from across the state.

➔ [Read the January 2017 article at georgiatrend.com.](http://georgiatrend.com)

## Audrey Boone Tillman named to Ethisphere's 2016 Attorneys Who Matter list

In January, Audrey Boone Tillman was named to Ethisphere's list of Attorneys Who Matter. The annual list recognizes and honors corporate attorneys who "raise the bar for ethical behavior in their industries."

➔ [For a full list and to see criteria used to determine honorees, go to ethisphere.com.](http://ethisphere.com)



PRWeek recognizes Aflac as 2016 Best Place to Work in public relations

PRWeek, leader in breaking public relations, marketing and communications industry news, features, analysis and opinions, announced in December that Aflac was a 2016 Best Places to Work honoree.

➔ [Go to prweek.com for more.](http://prweek.com)



Ethisphere and Aflac

11 years strong

Aflac was named to the Ethisphere Institute's 2017 list of World's Most Ethical Companies. It is the 11th consecutive year that Aflac has appeared on this prestigious list. Aflac remains the sole insurance company to have appeared every year since the award's inception.



Visit Aflac in the News on the employee intranet to stay informed about Aflac and the insurance industry. The rolling news ticker spotlights breaking stories from top media sources from around the globe.



## Black Enterprise recognizes Most Powerful Women in Business

Teresa White, Audrey Boone Tillman and Brenda Mullins honored

Teresa White, Audrey Boone Tillman and Brenda Mullins appeared on Black Enterprise's 2017 Most Powerful Women in Business list. From product and service development to talent management – and much more – these executives help drive Aflac revenues, profits and innovation.



➔ Read more about their winning traits in the January/February 2017 issue of Black Enterprise.



### Aflac Top Duck in PR

Aflac SVP of Corporate Communications Catherine Hernandez-Blades received several recent awards for her work building Aflac's reputation. She was named to the PR News list of Top Women in PR and was also recently named to LATINA Style's 2016 list of Top 10 Corporate Executives of the Year. Finally, she took home the gold in the Bulldog Awards for Outstanding work in Corporate Social Responsibility, a coveted industry award.

### CIOReview features Aflac's Tim Callahan

Tim Callahan, senior vice president, Global Security; chief security officer, shared insight into managing cybersecurity and cyber risk management in a recent article in CIOReview.

➔ Look for the entire article at [cioreview.com](http://cioreview.com).



## CLICKABLE!

A new, mobile-friendly app that links to a variety of interactive content with just ONE SCAN.

Watch tagged images in Employee Matters "come to life" and link to a variety of internet content when you download the FREE Clickable app to your smartphone.

"Clickable" is replacing the Envision app – be sure to download the new app to find the Duckprints, enter the contest and view any tagged images while enjoying the magazine.

#### Step 1



Download the CP Clicker from the App Store.

#### Step 2



Scan the picture with the app.

#### Step 3



Enjoy your rich media content!

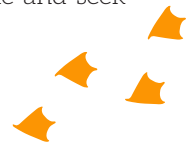


Where's the Duck ... print? The Aflac Duck is again playing hide-and-seek with Duckprints. Find the prints **hidden** somewhere in this issue and you could win a prize! All employees are eligible to play this hide-and-seek game. Correct entries will be entered into a drawing to win.

When you find the prints, use the Clickable app you downloaded to your smartphone and scan the image. Fill out all the information requested and press **send**.

If you don't have your phone, simply email the page number and location from your computer to [EmployeeMatters@aflac.com](mailto:EmployeeMatters@aflac.com).

**DEADLINE: April 20. Good luck!**



# Aflac U.S. focuses on Vision 2020

By Teresa White

In 2016, the Aflac U.S. leadership team came together to set our course for the next four years. I'm excited about the solid plan we've developed and look forward to working with you to drive Aflac's success into the next decade and beyond. Here are some highlights:



**VISION** /// Be the No. 1 multichannel distributor of benefits solutions supporting the U.S. workforce.

**MISSION** /// Deliver innovative products and services to help consumers prepare for those unpredictable moments and preserve their lifestyles. We promise to be there in their time of need.

**GOALS** /// We aspire to achieve a 3 to 5 percent long-term annual growth rate in sales with the potential to generate \$1.7 to \$1.9 billion in annual sales by 2020\*.  
As of the year-end earnings release, total revenues increased 2.6 percent to \$1.5 billion. Our aspiration is achievable if everyone in the company owns their part of our strategic plan.

\*The sales range assumes a continuation of U.S. long-term compounded annual sales growth target of 3 to 5 percent from 2014 and does not represent formal 2020 sales guidance.

## STRATEGY ///

No. 1

MULTICHANNEL  
DISTRIBUTOR OF SOLUTIONS

Vision 2020 shifts our approach from being the No. 1 multichannel distributor of products at the worksite to being the No. 1 multichannel distributor providing solutions to the U.S. workforce. As the workforce evolves, we are preparing to meet workers when, where and how they want to do business with Aflac, and that interaction may be outside the traditional worksite.

VISION 2020  
WILL HELP US  
MEET THE THREE  
CORE OBJECTIVES OF  
GROWTH, EFFICIENCY  
AND EXPERIENCE,  
DIRECTLY SUPPORTING  
THE FOUR PILLARS. ///

- We accomplish **growth** by **improving and expanding our distribution** and **driving product innovation**.
- We achieve **efficiency** by investing in our business and technology, allowing Aflac to **strengthen our low-cost model**.
- We **own** our **customer experience** by understanding our target consumer better than anyone else, creating the right solutions for the right customers and providing our customers with an effortless service experience.

WE WILL CONTINUE  
TO FOCUS ON THE  
GROWTH AND  
PRODUCTIVITY OF OUR  
CORE DISTRIBUTIONS  
THROUGH OUR  
AGENTS AND BROKERS,  
WHILE LOOKING  
FOR ALTERNATIVE  
CHANNELS TO  
SUPPORT THE  
CHANGING U.S.  
WORKFORCE. ///

- Through multiple distribution points, we will give consumers additional choices as to how they want to buy.
- The goals of the sales team are asset management, new account growth, broker collaboration and producer growth.
- We will continue to own the small-business space, as it accounts for nearly 90 percent of all businesses in the U.S.



# Doing the right thing: It's the Aflac Way

*By Audrey Boone Tillman, Aflac General Counsel*

There are many factors that shape the success of a company beyond generating profit. The culture, management philosophy and business ethics all have an influence on the long-term success of an organization.

Aflac and ethics go hand in hand. After all, we work in an industry where trust is paramount. Research shows that today's consumers and investors have a heightened expectation for companies to behave ethically. Aflac is known as a highly ethical company with strong values and morals. In fact, it is ingrained in our culture from the day our principal founder John Amos, joined with his brothers, Paul and Bill Amos, pledged to put customers and employees first – it is the Aflac Way.

This explains how Aflac was named to **the Ethisphere Institute's World's Most Ethical Companies list for 11 straight years**. We are the only insurance company that has been featured on this list every year since its inception. In fact, 131 companies made the list this year, and only 10 have achieved this milestone for the past decade. In addition, **Fortune magazine once again named Aflac to its list of the World's Most Admired Companies**.

## Our reputation and ethical strength lead to profitability in both the short and long term.

Ethical behavior is not only the preferred way to conduct business, but the only way that Aflac will ever conduct business. While management sets the tone for ethical best practices, it is you, the employees, who maintain the reputation and ethical standards we treasure so much. You have helped build and sustain our legacy, and I applaud all of you for your efforts in ensuring that our company operates with integrity and ethical values.

Our reputation and ethical strength lead to profitability in both the short and long term. That reputation spreads to our local community, other businesses and to our individual investors. It allows so many people to benefit from the long-lasting positive effects of doing business the right way.

Aflac is a great company because whenever we are put in a place where we have to decide right from wrong, regardless of the potential costs, we choose to do things the right way. Teamwork, respect, fairness, honesty, integrity and responsibility are all values that Aflac holds dear. They form the foundation on which our company builds its relationships and reputation. With all of us working together on behalf of that foundation, I know that Aflac's best days are ahead.



After returning home from what should have been a dream vacation with sutures and a back brace, policyholder Vickie Newman and her husband turned to their agent Melody Thompson for help submitting their claims. Throughout a process that involved multiple insurance companies, Ms. Newman says that, "Aflac was there for us when we were at a low point and actually put money in our pockets."

## Dear Aflac ...



My husband, Bruce, and I flew into Anchorage, Alaska, on the evening of June 11, 2016, looking forward to seeing the beauty of our 49th state. After renting a car, checking in at a motel and grabbing a bite to eat, we settled in for the night.

We arose the next morning and briefly toured downtown Anchorage. Then, we ate lunch and were excited to travel south on the New Seward Highway to Kenai, our destination. We were only 7 miles out of the city when tragedy struck. Two cars had stopped on the highway because the lead car wanted to make a left turn but could not until oncoming traffic cleared. Bruce had no more than brought our rental car to a stop when we were rear-ended by a van going road speed. The two-lane highway was shut down for 2½ hours while we were transported to Alaska Regional Hospital. Bruce was treated and released following CT scans and X-ray exams. I was treated and admitted for a dangerously high level of lipase, a concussion, broken nose, sutures on the face and a fractured lower lumbar. I was fitted for a TLSO brace the following day.

After five days in the hospital, I had made enough progress to be discharged. We changed our flight schedule so that we could leave the next day.

Although we were pleased to return home, our days became filled with appointments. Bruce needed chiropractic care for whiplash. Sutures needed to be removed from my face before they left railroad tracks. An ENT doctor needed to check my fractured nose. An MRI needed to be completed to assure the brace was holding my spine in place. When it

was removed, nine weeks later, I needed biweekly chiropractic adjustments for all of the little bones that had been misplaced and loss of feeling in my right arm.

It has been 17 weeks since the accident, and I am still completing physical therapy and have not returned to work. Bruce is working, but still receiving weekly chiropractic care.

This tragic event could have been very depressing were it not for Aflac's accident insurance policy. It is the only insurance policy we have that I don't grumble when I pay the premium. It has always been there for us when we submitted claims for the wellness benefit and minor accidents. And now, Aflac put money back into our pockets for the ambulance, emergency treatment, hospital confinement, sustained injuries, physical therapy, chiropractic care, and many of the tests and exams.

**Aflac insurance agent Melody Thompson met with us and helped gather documentation and submitted the claims. This was much appreciated help at a time when we were feeling low both physically and mentally.** We also have Aflac's cancer insurance policy hoping that we never have to use it, but we are confident that if we need it, they will be there for us.

*Vickie Newman*





# Aflac Global Investments' 5-year – and counting! – anniversary

By Lisa Warren

Like a fine wine, Aflac Global Investments continues to improve with age. Eric Kirsch, executive vice president and chief global investment officer, celebrated his fifth anniversary with the Aflac family last fall. Five years before that, he began his journey to build a world-class investments team.

This included building a new Aflac office at 100 Wall Street in New York City and integrating the Aflac Japan investment team into a cohesive Global Investments division. Eric reflects, “The last five years have been an incredible journey. Strong support from executive management allowed me to execute on the mission of building a world-class investment team and modernize our investment strategy to protect policyholder funds while maximizing earnings for our shareholders.”

Eric and his team are now over 100 investments and support professionals strong in both New York and Tokyo, have repositioned assets on the balance sheet for increased quality and safety, and developed new investment strategies to maximize income while navigating turbulent investment markets.

Their goals continue to be managing \$120 billion of assets to ensure Aflac can back our promises to pay policyholder claims when they arise and to protect the company’s capital while earning approximately \$3 billion of net income every year to contribute to Aflac’s profitability.

This has not always been an easy task due to increased volatility in the markets, historically low interest rates in Japan, and economic events like the energy crisis and Brexit. By building specialty teams in Global Investments – including global credit led by Brad Dyslin, senior managing director, and macro and hedging strategies led by Chip Stevens, senior managing director – the group has been able to avoid hot spots while finding new investment opportunities.

Over the last five years, Eric has unified our investment team and initiated a global investment strategy that has allowed the team to deliver solid investment results. These efforts have helped Aflac reach annual corporate goals.



“The last five years have been an incredible journey.”

– Eric Kirsch, executive vice president and chief Global Investment officer



Left page: Eric Kirsch. Above: 1. Japan Investments. 2. U.S. Trading Team – Matthew Weiner, Thomas Lynch and Jeff Lenamon. 3. Japan Trading Floor. 4. Dec. 1st – Alex Avtsin, Lisa Warren, John Shalhoub and Kevin Christiano – first fundraiser for No Shave November 2014. 5. Five-year anniversary cake.

Eric's accomplishments have earned distinguished industry accolades, landing him on the Power 100 List of Chief Investment Officers and the Top 30 Corporate Chief Investment Officers. These accolades reflect the global team's efforts and the success of the original mission – to build a world-class investment team.

"I was delighted to see the strength of the Global Investments team Eric built when I joined Aflac," says Fred Crawford, CFO and executive vice president. "As CFO, this provides me a great deal of confidence that we can navigate challenging market conditions to deliver to our policyholders and shareholders quality investment results supporting our corporate goals and enhancing shareholder value."

Eric and his senior management team spend a great deal of time in the U.S. and Japan developing new investment ideas and strategies from around the world. Critical to their success is the strong partnerships with accounting, treasury, tax, risk and investments technology functions, which have been instrumental in ensuring the platform allows for future growth. This is a team effort, and it is important to recognize all those who have played a part in Global Investment's success. It is a hallmark example of practicing the Aflac culture of "All Aflac!"

Global Investments looks forward to the continued success of Aflac and to celebrating many more anniversaries.

We recently asked you to tell us your Aflac story in six words or less. Here are some of our favorite entries:



"Retail job, BOO!  
Aflac career, **WOOHOO!**"

- Kurt Dukes, IT



"Started.  
Moved away.  
Came back.

**Stayed."**

- Tony Henderson  
Compliance

# My Aflac story in

"I Came, I saw, **I Stayed."**

- Shibasish Das, Corporate Development

"Hired when family  
**needed it most."**

- Tim Crabb  
Comm and Content Marketing





*"Found me  
in Hong Kong!"*  
- Alex McCarthy  
Global Investments

*"A better future  
for my  
daughter."*

- Shawnte Dickenson  
Research and Resolution



~~1~~ ~~2~~ ~~3~~ ~~4~~ ~~5~~ **6** words

By Somer Mason

*"Grandfather.  
Father.  
Mother.  
Me.  
Family.  
Legacy."*

- Taylor Wardlaw  
Southeast Territory



*"More than  
six words  
can  
describe."*

- Nicholas Demko  
Strategic Planning



**➤ WANT TO KNOW MORE ABOUT THEIR STORIES?** Reach out to them and ask to hear more! Want to submit an entry for the next issue?  
Email your entries of six words or less to [aflacemployeecommunications2@aflac.com](mailto:aflacemployeecommunications2@aflac.com). Employees at all locations can participate.



# What winners do

By Chris Graham

*One of the brightest stars in the Central Territory is in MO-W.*

It's a cold truth that sales can be a "What have you done for me lately?" business. Once a yearly quota is met, congratulations are quickly followed by expectations of a repeat – or greater – performance.

After hitting quota for three consecutive years from 2010 to 2012, **Market Director Jeremy Frye** and the Missouri-West team floundered in 2013.

"We had a terrible year. A big reason why was I was trying to be something I wasn't, and I was trying to make our team into something we weren't. We lost our way a bit, and it showed in the numbers."

One thing was certain: Something had to change, and the previous year's failure provided a refreshing perspective.

"I realized that our team couldn't do it like everyone else, and that was OK," Jeremy said. "We had to be true to ourselves and focus on the things that matter in MO-W. That meant taking care of our existing account base, ensuring the MO-W associate experience was a positive one and also realizing that as a leader, I just need to be who I am."

*Typical Jeremy Frye –incredibly simple, incredibly humble and incredibly refreshing.*

As it turns out, Jeremy Frye is a winner. The year 2013 was quickly in the rearview mirror. The team rebounded in 2014 and blew past its quota in 2015 and 2016. That type of success has made him one of Aflac's most consistent performers.

But receiving personal acclaim has never been what Frye is about. Central Territory Vice President Nate Harrison raves about Jeremy's leadership style:

*"He's one of the most unselfish leaders I've ever been around. He's so giving of his ideas, his time and his advice."*

One of Aflac's newest market directors, Sean Smith, agrees:

*"Jeremy always says, 'Make a decision, then do what it takes to make it the right decision.' He empowered me to make my own decisions and held me accountable."*

If unselfish leadership is one ingredient in the MO-W secret sauce, then a laser focus on a few core principles is another.

*"Jeremy has a Ph.D. in keeping things simple," Nate said. "He finds out what's most important and then puts every ounce of energy behind it."*

After a year that included another sales quota achieved and double-digit year-over-year growth, what goals does Jeremy have for 2017?

"We have the same goal every year: a 20 percent increase in agent sales. If an initiative doesn't help us drive that, we don't do it."

What does it boil down to for Jeremy? "You try to help as many people as you can, collect as many wins for your team as you can and help people achieve their dreams."

Typical Jeremy Frye – incredibly simple, incredibly humble and incredibly refreshing.



## Birthday wishes and love from Aflac to Mrs. Jean Amos

*'Don't you know it's worth every treasure on earth to be young at heart?'*

On Feb. 13, the Aflac Board of Directors' schedule included a special birthday celebration. Back row, from left: Mel Stith, Ben Johnson, Charles Knapp, Kriss Cloninger, Doug Johnson, Paul S. Amos II, Joey Moskowitz and Dan Amos. Middle row: Barbara Rimer, Betty Hudson and Karole Lloyd. Seated, front and center: Mrs. Jean Amos.





# Aflac Cancer and Blood Disorders Center

Meet Kailyn: Skater. Gamer. **Crusader.**

**Kailyn Croxall is Aflac's 2017 kickoff kid.** She is a dazzling ice-skater, video game expert and an all-around awesome 7-year-old.

In July 2015, Kailyn's mother, Jessica, noticed a lump on Kailyn's leg. The lump was small, only noticeable when she crossed her legs. Thinking it might be a swollen muscle or an enlarged lymph node, Jessica showed it to her husband Trent. They agreed it needed to be looked at as soon as possible. With urgent care facilities closed for the night, the family went straight to their pediatrician the following day for tests and an ultrasound. After an MRI, the doctors determined Kailyn had cancer. A biopsy would confirm that it was Ewing's sarcoma, a rare form of bone cancer.

"It's just an unbelievable diagnosis," Jessica says. "It's very hard to comprehend and wrap your mind around the fact that a 7-year-old can have cancer in her leg when she seems perfectly healthy and perfectly fine." Trent echoes the sentiment, saying, "It's one thing if it's happening to you, but when it happens to your child, as a father you want to grab your child and protect them, but you're putting your trust in these people you don't know."

Kailyn immediately began her chemotherapy treatment at the Aflac Cancer and Blood Disorders Center. Her recovery plan included CT scans, MRIs, bone testing and almost weekly chemotherapy sessions. The tumor was successfully removed from her leg in a November 2015 surgery. Through it all, her good humor stuck with her. After the surgery, as Trent recalls, "The first thing she said to me was, 'Dad, did they get the tumor?' And I said, 'Yeah.' 'Did they get all of it?' 'Yeah, they got all of it.' And she said, 'Dad, I kicked cancer in the face.' It was amazing to see just how strong she is."



“... I kicked cancer in the face.”

— Kailyn Croxall



While the treatment has been difficult, with hospital stays ranging from one to five nights at a time, the family has come to see the Aflac Cancer Center as a kind of home away from home. This is especially true for Kailyn, who, despite the trials of her treatment, has found joy in playing with fellow childhood cancer patients, her nurses, and even the toys and video games in her room at the center. Jessica and Trent are equally impressed with the level of care, from the doctors who tailored a treatment plan specifically to Kailyn's needs to the nurses who went above and beyond to make her stays more enjoyable. Kailyn's nurses even decorated her room on New Year's Eve while she slept so she would wake up on the first day of the New Year to her name on the wall.

"The emotional support that the doctors, and staff as a whole, provide for the families, and the different organizations that come in and help out, is amazing," Trent says. "In the infusion room, volunteers come in to entertain your child while they're going through treatment. People talk to you about what you're going through, and they really spend time with all of us to make sure that we have everything that we need. It's been amazing."

Throughout her entire experience, Kailyn has maintained remarkable strength, which is a reflection of her love and appreciation for everyone around her. "She thinks about other kids; it's not just about her. It's amazing," Trent says. "She sees other kids when she's walking through the hospital and you can tell she genuinely cares about them."



## The Aflac IT

department outdid itself when they visited the Aflac Cancer Center to enjoy lunch and reveal their fundraising total of \$30,979! The grand total was a great surprise to everyone. The IT team gift was used to purchase much-needed equipment from the Aflac Cancer Center wish list.

From "Taste of IT", "Adult Field Day", "IT Trivia" and "Change Raid," the Aflac IT department is not lacking in fundraising creativity. A favorite was the silent auction. Donated items ranged from handmade pottery, themed baskets and even a dinner made personally by CIO Julia Davis herself.

"I'm proud of my team's generosity," says Julia. "They worked together to make this happen, and showed real creativity when it came to fundraising ideas. Besides the obvious benefits to the Aflac Cancer Center and its patients, it also shows our customers we care." – *Julie Davis, chief information officer*

► **Want to help?** Contact Alex Prather ([alex.prather@choa.org](mailto:alex.prather@choa.org)) with any questions about the wish list and volunteer opportunities.

Left page: Kailyn in her room and with her parents, Jessica and Trent. Above: 1. Adult Field Day. 2. Aflac IT visiting the Aflac Cancer Center. 3. Renee Ippolito serving up food at a cookoff fundraiser.



# RON JAROSZ

by Bianka Huling



The Roman poet Ovid wrote, “In our leisure we reveal what kind of people we are.” The hobbies and interests we choose allow us to not only express ourselves, but to showcase aspects of our personalities.

**Ron Jarosz** exemplifies Ovid’s words. The Aflac Group underwriter and president of the Toastmasters Quackmasters in Columbia also has three very different hobbies that demonstrate his multifaceted personality and allow him “to relive his youth.”



Above: Ron at work at the South Carolina Railroad Museum.

## ALL ABOARD!

Ron’s love for trains began when he received his first Lionel train at age 2. Since then, his fondness for all things that ride the track has grown: He’s now a Federal Railroad Administration-certified conductor at the South Carolina Railroad Museum. A member since 2006, he also serves as the vice chairman of the museum’s board of trustees.

Before becoming a conductor, Ron underwent a two-year training program, first working as a brakeman and later earning certification, which he takes an annual test to maintain.

“We have to abide by the rules of the FRA because we have actual freight trains pass through on the museum-owned tracks,” says Ron. “We are one of the few museums at which all of our conductors and engineers are certified. Everyone thinks the engineer has the most important job, but the engineer drives the locomotive and makes sure it is operating effectively. The conductor is the captain of the train [and is equally important].”

Being a conductor, volunteer and vice chairman of the museum’s board of trustees is what Ron considers his greatest accomplishment. “The only thing I regret is that my father was not here to see me get certified,” says Ron. “He would have been proud and excited to see me accomplish one of my dreams.”

## FLEET 13

How many automobiles does one person need? According to Ron, the magic number – at least for now – is 13. That’s right, as a car enthusiast, Ron has accumulated 13 vehicles in his collection through the years.

Ron’s passion for cars began in 1977 when he and his wife of 44 years, Jerri, celebrated their fifth wedding anniversary. At the time, they were searching for a new car but disagreed on the style. Ron wanted a cool convertible and Jerri preferred a classy sports car. However, they agreed they both had to approve the final selection and, given that he’s 6’1” and she 5’9”, the model had to be a comfortable fit for both of them. In the end, they compromised on a Flamenco Red 1976 MGB.

Although satisfied with their purchase, Ron recalls the heckling they received from others. The MGB had a reputation for having “issues” and was somewhat of a project car.

“We found a car club and went to the meeting to see if it was something that we wanted to join,” Ron says. “They were very technically oriented, so I bought a shop repair manual and started tinkering with this and that. I took an item off the engine and mounted it back on and found that the MGB actually ran! Then I would take something else off and so on.

“I told people I needed something to work on anyway, so I enrolled in night technical automotive classes. There were two types of people enrolled in these classes: those who were looking to change their careers and those who were hobbyists. I was the latter. Eventually, I began to pick up all of the maintenance and bodywork myself and received my class diploma from technical school.”

The time in technical school would pay-off even more when Ron received his mother’s 1962 Ford Landau Thunderbird and began maintaining it, as well. A hobby was born – but not just for Ron. Jerri was on the car enthusiast drive with him.

“My wife loves to take rides in them,” says Ron. “She even takes the time to assist me when I’m out working on them by reading the shop-manual instructions to me while I’m working on the car. She is active in the car clubs and drives whichever car she wants to drive!”

Where does Ron store his precious – but large – collectibles? In a spacious extra garage that has room for his current models as well as future additions. He also has two large stalls in his home garage, as well as a carport where he does his washing and waxing.

### **WHILE HIS GUITAR – AND BANJO – GENTLY WEEPS**

While Ron works on his car fleet “whenever the mood strikes,” he sets aside specific time to showcase his musical talent on a five-string banjo and 12-string guitar.

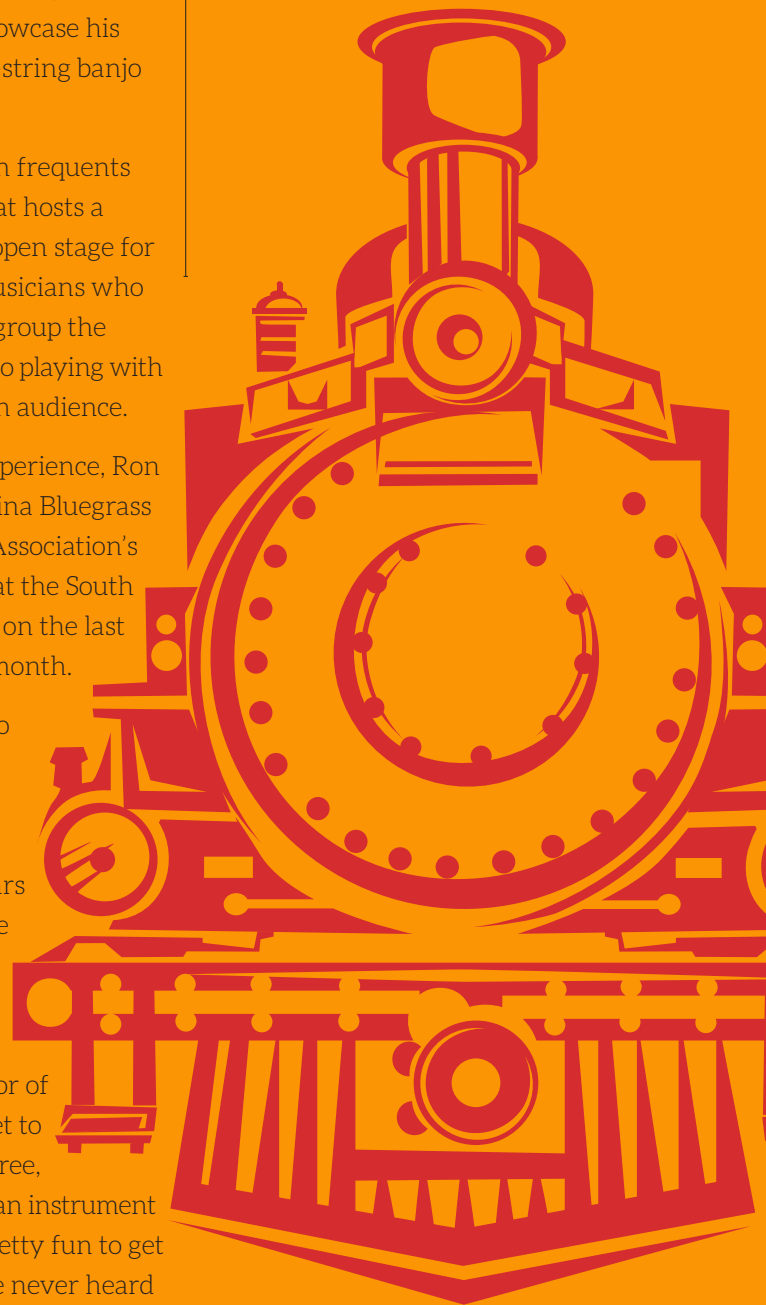
On Saturdays, Ron often frequents a nearby music shop that hosts a bluegrass and acoustic open stage for amateurs. This gives musicians who have never played in a group the opportunity to get used to playing with others and in front of an audience.

To add to his musical experience, Ron accepts the South Carolina Bluegrass and Traditional Music Association’s open invitation to play at the South Carolina State Museum on the last Tuesday night of each month.

“The association seeks to preserve old, traditional and bluegrass music. Through them, I get to revisit to my college years in a way,” says Ron. “The open invitation usually brings about 12 to 18 musicians together to perform at the front door of the museum. Patrons get to see the musical act for free, and anyone can pick up an instrument and start playing. It’s pretty fun to get to play tunes that I have never heard before!”

### **BUT WAIT – THERE’S EVEN MORE TO RON**

Ron is obviously a busy guy with many responsibilities and hobbies. He also finds time to be an amateur radio operator, licensed by the FSC to handle emergency communication during disasters.





# What to do when you don't get along with your doctor

By W. David Varner Jr. MD

**"I would rather be grabbing a mud-fin catfish than be seeing you."**

The aggravated patient who uttered those words certainly got our attention – and the attention of the doctor he was talking to! I can empathize with that patient because I have been on both sides of that confrontation: as a physician on a

"physician's standards" committee and also as a pretty angry patient myself.

No well-intentioned physician would ever want to be in that situation. We all want to have good relationships with, and develop trust between, one another because of the seriousness of treating illnesses. After all, invasive tests, difficult treatments or surgeries may ultimately be involved. However, there are a few practitioners we all detest, who appear to be egotistical or just plain grouchy (even to their fellow physicians).

When we are ill and have an appointment with this individual, facing such a negative personality may intimidate or anger us, or cause us to experience other undesirable emotions, none of which improve our health.

How can we handle this situation? We must understand that like any other person we know who exhibits unfortunate behavior, this doctor has spent a lifetime with this personality: We won't be able to change it. Therefore, our choices are either to learn to work around it or to find another doctor.

## How do we decide which course to go?

The ideal situation would be to try and work with that doctor. If you have been referred to this specialist, then your primary doctor probably respects the specialist's abilities. Hopefully, you have done your homework and have asked about other people's experiences. With this information, you can work harder to develop a favorable professional relationship.

If the doctor is not the friendly type, you probably can't make him or her be your friend. Your goal is simply to take the intimidating edges out of the relationship and remember you are using the doctor's professional talent to give you the best medical outcome. Frequently, you will be able to break through that "shell" and find a dedicated doctor who has your best interest at heart.

## What if you can't ignore the friction?

If you decide that you really want to change physicians, whether you are looking for a primary physician or a certain specialist, I would think about these points in your approach:

**First**, ask friends and colleagues who have utilized these specialists about their experiences. Understand there are unfortunate outcomes that occur with any and all physician practices. This does not take away from their success rate for the vast majority of cases, so don't let one negative outcome change your decision. Word of mouth is often very helpful.

**Second**, if you have other physician relationships, don't hesitate to ask them for their personal recommendation. Even though they may not be in that specialty or have professional relationships with those physicians, they will probably have knowledge of that physician's talent.

These techniques will guide you to the right person. Fortunately, the odds are you will not encounter this situation. If you do, use the techniques above so you can have a confident, positive working relationship with your physicians. That is the ultimate goal for the whole medical team.



## CORPORATE RESPONSIBILITY SURVEY

# FEEL-GOOD FINDINGS

The second annual Corporate Responsibility Survey sponsored by Aflac reveals that respondents perceive companies with strong corporate social responsibility as having financial integrity.

“As millennials and Gen Zers are becoming larger players in the global economy, there is a lot of chatter about companies being held to higher standards for being socially responsible,” said **Catherine Hernandez-Blades**, senior vice president, Corporate Communications. “We conducted this scientific survey because we wanted to dig deeper and measure why companies invest in programs that support environmental sustainability, minority recruitment, community support and similar goals – and what reputational impact such programs really have on today’s consumers and investors. The results were both surprising and encouraging.”

# 83%

OF PROFESSIONAL INVESTORS  
ARE MORE INCLINED TO INVEST  
IN COMPANIES THAT ARE  
SOCIAALLY RESPONSIBLE.

### AMONG THE REVELATIONS:

- **75 percent** of consumers are likely to take some negative action toward irresponsible companies – everything from social media postings to organizing boycotts.

- A company that is seen as not responsible stands to lose as much as **39 percent** of its potential customer base, and 1 in 4 consumers will tell their friends and family to avoid a company seen as not being responsible.

- **83 percent** of professional investors are more inclined to invest in the stock of a company well-known for its social responsibility, viewing such initiatives as an indicator of greater transparency and honesty in operations and financial reporting, resulting in lower risk.

- **79 percent** of full- or part-time employed consumers believe their own employer is socially responsible, but only 41 percent believe all American companies are responsible.

FIND THE FULL SURVEY RESULTS,  
RELEASED IN DECEMBER 2016,  
AT [AFLAC.COM/ACSR](http://AFLAC.COM/ACSR).



## AFLAC JAPAN HONORED for work-life balance

**N**ikkei DUAL, a website supporting and providing practical information to dual-income families with children, recently recognized Aflac Japan for its “Womenomics” efforts.

Presented with its first Two-Income Couple with Kids Friendly Company award, Aflac Japan received the honor for promoting the success of women in the workplace and fostering a work-life balance for working parents.

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**Aflac Japan ranked No. 6 out of all Japanese companies.**

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Japan Prime Minister Shinzo Abe is a proponent of Womenomics, a policy intended to tap the potential of Japanese women to offset Japan’s shrinking workforce. It encourages female employees to continue working after becoming mothers and to strive for leadership roles.

“It is a very prestigious honor for Aflac Japan to be recognized as a Two-Income Couple with Kids Friendly Company by Nikkei DUAL,” said Aflac President Paul S. Amos II. “Diversity and providing a proper work-life balance are paramount values to Aflac, and this recognition proves the great opportunities afforded to both men and women at our company.”



Aflac unveiled its “Surgery” television commercial during football’s Big Game in early February.

This commercial – the second in our new campaign – opens in a hospital room with a surgeon explaining how “a very simple procedure” will work. The patient, Mr. Diaz, is stunned to hear that a simple incision will “remove his ’67 Corvette” rather than his gallbladder. With some help from the Aflac Duck, Mr. Diaz quickly learns that because he doesn’t have Aflac paying him cash, he might have to sell his sweet little muscle machine just to cover his rent.

The commercial highlights the fact that unforeseen costs of a hospital visit can overwhelm consumers, forcing them to choose between paying bills not covered by health insurance and paying for day-to-day needs like transportation, child care and entertainment.

➔ *Want to view it again? Go to the Feb. 2 [myAflac.com](http://myAflac.com) archives.*

## Latest commercial debuts during football’s Big Game Feb. 5

# Someone at Aflac can help you from sacrificing your ‘67 Corvette – and they think you’re AWESOME.



Remind **your** team how much you appreciate **their** hard work.

Made from the softest, most durable 50/50 blend tee in Heathered Navy. “Someone at Aflac thinks I’m Awesome” on front chest and one-color Aflac logo on sleeve. Sizes S-4XL.

**AND THIS SHIRT CAN BE CUSTOMIZED!**  
Example: “My RSC thinks I’m awesome,” “My DSC thinks I’m awesome,” etc.

*Minimum quantity for customization: 24 shirts*

**TO ORDER CUSTOM T-SHIRTS ONLY –**  
Please contact the  
**Aflac Service Excellence team,**  
[CommunicorpForAflacMarketing@aflac.com](mailto:CommunicorpForAflacMarketing@aflac.com).



Only  
**\$11.99**  
as pictured.



Order your Aflac-branded products via [myAflac.com](http://myAflac.com) > Quick Action links > Classifieds / Employee Perks > **DUCK GEAR.**

## NEWS AROUND AFLAC



### **CYBERTIP** Make sure you haven't left a goldmine before trashing that mobile device

Most mobile devices are now upgraded on a frequent basis. Be sure to wipe the information from any and all mobile devices before trading them in or disposing of them.

A cybertip to remember while at work: If you receive a suspicious email, do not open it or click on any links. **Please forward it to [safe@aflac.com](mailto:safe@aflac.com).**

### **Quick Polls – the pulse of Aflac** Do you feel creative? Well, do you?

Have you seen them? Aflac Quick Polls are short questions posed to employees to get their opinions on all kinds of topics ranging from Aflac news and events to opinions and preferences — and everything in between. When posted, the weekly polls are located right beneath the Alerts and Notifications on the myAflac.com home page.

Inquiring minds want to know what questions you have for your fellow employees. The editors will consider questions on almost any topic: work related or just for fun. The great thing about Aflac Quick Polls is that you can see how your co-workers voted in real time.

If you have an idea for future Quick Polls for possible use on the intranet, **please submit to [employeematters@aflac.com](mailto:employeematters@aflac.com)** both the topic you wish to explore and four or five possible replies.

### **Introducing the new Aflac Trivia App**



Discover how you measure up against your fellow Aflac colleagues while you boost your product knowledge with the new Aflac product-training app. In this fun game,

spin the wheel and answer trivia questions that help you:

- Learn sales tips.
- Gain key industry insights.
- Boost your product understanding.
- Strengthen your knowledge of Aflac products.
- Build camaraderie by competing in exciting multiplayer challenges.

How will you rank? **Search “Aflac Trivia”** in the Apple or Android app store to download this free app today!

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### **Duck on the Road** Where in the world is the Aflac Duck?

Have you noticed the Duck on the Road pictures that employees share on myAflac.com? If you'd like to get in on the action, take your favorite Aflac Duck on your next trip and **send digital pictures to [employeematters@aflac.com](mailto:employeematters@aflac.com)** for a chance to see them on the intranet.

Safe travels!

**Mark your calendar!**  
April 26 is Administrative  
Professionals Day

**APRIL  
26**

Administrative Professionals Day is April 26. Take a moment to say thank you to Aflac's administrative professionals for the important contributions they make to Aflac – today and every day.



# New Faces



## BROKER SALES MARKET/TERRITORY



**Grace Brueckner**  
Market Asset Analyst



**Tessie Cantrelle**  
Business Development  
Manager



**Virginia Goddard**  
Market Coordinator



**Stacy Lindner**  
Market Asset Analyst



**Kris Reed**  
Territory Coordinator



**Nichole Zimlich**  
Market Coordinator



**Benjamin Harbin**  
Threat & Vulnerability



**Jason Melton**  
Security Operations Center



**Pat Guerry**  
Acquisition and Life Cycle  
Management

## ATLANTA



**Marla Boylston**  
Business Transformation



**Peter Brauer**  
IT Portfolio  
Rationalization



**Julie Craig**  
Marketing



**Daniel Fedorski**  
Special Investigations

## COLUMBIA



**Sherry Greene**  
IT Business Analysis



**Audrey Peter**  
IT Desktop Services



**Kay Roman**  
Change Management

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



**Robert Anderson**  
Field and Product Marketing



**Aleshia Armstrong**  
CSC-Customer Service



**Sandra Barnes**  
PIC Production Support



**John Berch**  
CSC-Customer Service

# COLUMBUS



**Rachel Braddy**  
Financial Planning



**Jamaal Byrd**  
IT



**Melissa Chapman**  
CSC-Customer Service



**Joseph Chong**  
IT



**Darrelle Cook**  
CSC-Customer Service



**Brandon Cox**  
Accounting Policy



**William Cunningham**  
Competitive Strategy



**Bianca Dunlap**  
CSC-Customer Service



**Ryan Edwards**  
Broker Financial Operations



**Juan Gil**  
CSC-Customer Service



**Schiavetta Gillis**  
CSC-Customer Service



**Jennifer Googe**  
Change Management



**Joseph Grounds**  
Actuarial



**Gary Hall**  
Business Tech Solutions



**Charisse Hill**  
HR



**Brittany Holloway**  
CSC-Customer Service



**Sharon Horace**  
CSC-Customer Service



**Tamara Hubbard**  
Accounting Policy



**Kierra Jackson**  
CSC-Customer Service



**Maria Jauregui**  
IT



**Deborah Jones-Buckley**  
CSC-Customer Service



**Letisha Jones**  
CSC-Customer Service



**Shawn Kennedy**  
Product Strategy



**Briana Lawrence**  
CSC-Customer Service



**Zachary Martin**  
Reporting and Release Management



**Kevin McEacharn**  
Budget



**Mischa McFarland**  
Insights



**Avery McLean**  
IT



**Benjamin Meadow**  
Investment Accounting



**Carla Melendez**  
CSC-Customer Service



**Corshounda Miller**  
CSC-Customer Service



**Jared Moss**  
IT



**Scott Newman**  
Sales Assurance Services



**Joey Nichols**  
US Chief Actuary



**Tyesia Oestricher**  
CSC-Customer Service



**Kristen Patterson**  
CSC-Customer Service



**James Price**  
CAO Leadership



**Tim Price**  
Print



**Paula Rambo**  
CSC-Customer Service



**Adrienne Redding**  
CSC-Customer Service



**Jessica Reeves**  
CSC-Overhead



**Al Riggieri**  
Corporate Actuary



**Ruth Roza**  
Marketing



**Courtney Ruckert**  
Financial Audit



**Ricky Scott**  
Business Services



**Jade Smith**  
CSC-Customer Service



**Jessica Smith**  
CSC-Customer Service



**Varsha Steverson**  
CSC-Customer Service



**Ashleigh Stewart**  
CSC-Customer Service



**Andrea Tedore**  
CSC-Customer Service



**Angeline Thomas**  
Technology Comp



**Tequila Thornton**  
CSC-Customer Service



**Stephanie Trivino**  
Accounts Payable



**Brandon Washington**  
Distribution



**Kenneth Westbrook**  
CSC-Customer Service



**Jasmine Williams**  
CSC-Customer Service



**Jennifer Williams**  
Strategic Sourcing



**Tashomeya Williams**  
CSC-Customer Service



**Sherry Wise**  
CSC-Customer Service

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

# COMMUNICORP



**Nicole Gates**  
Print Sales



**Jill Henderson**  
Marketing Services



**Sachin Mehta**  
Technology Services



**Diamond Miles**  
Bindery



**John Shutter**  
Marketing Services



**Jimmy Wilson**  
Bindery



**Biana Elman**  
Global Investments



**Dmitry Guberman**  
Global Investments



**Matthew Letinski**  
Global Investments



**Wenjie Peng**  
Investment Risk

# NEW YORK

# OMAHA



**LaTaya Black**  
CSC Nebraska



**Samantha Jackson**  
CSC Nebraska



**Carmen Kilgore**  
CSC Nebraska



**Amy Kurtenbach**  
CSC Nebraska



**Leslie McFadden**  
CSC Nebraska



**Angel Olsen**  
CSC Nebraska



**Mark Pflug**  
CSC Nebraska



**Lori Reed**  
CSC Nebraska



**Todd Weiland**  
CSC Nebraska



**Steven Westlake**  
CSC Nebraska



**Lawrence Wilson**  
CSC Nebraska

# All in the Family

## ■■■■■■■■■■ CONGRATULATIONS TO ■■■■■■■■■■

**Cary Allen**, who was promoted from business consultant I, Broker Sales, to strategic relationship manager, AGI COE Overhead.

**Henry Allen**, who was promoted from associate account implementation coordinator to account implement coordinator, Implementation Service Center.

**June Allen**, who was promoted from administrative assistant, NBS Overhead, to executive assistant I, New Account Set-up.

**Brad Allison**, who was promoted from senior threat management consultant to manager, Threat and Vulnerability.

**Craig Andrews**, who was promoted from strategic program/project manager, Strategy Management Office, to manager, Digital.

**Danielle Aricheta**, who was promoted from accounting analyst to tax accountant I, Tax Department.

**Verlanda Ballard**, who was promoted from financial services systems specialist to senior financial services systems specialist, Financial Control.

**Chris Bazzell**, who was promoted from associate counsel to senior associate counsel, Legal.

**Steven Beaver**, who was promoted from vice president, deputy chief accounting officer, to senior vice president, Global Strategic Projects.

**Nick Bettin**, who was promoted from second vice president to vice president, Corporate Finance.

**Tomoko Blank**, who was promoted from senior business analyst to business consultant, Global Investments.

**Deborah Brice**, who was promoted from purchasing specialist II to senior purchasing specialist, Communicorp.

**Nicholas Brunson**, who was promoted from application architect, IT Group Admin System, to senior consultant, Marketing.

**Catherine Budzynski**, who was promoted from associate counsel to corporate counsel transactions, Legal.

**Helen Clark**, who was promoted from accounting analyst to tax accountant I, Employment Tax.

**Will Cobia**, who was promoted from customer service specialist II to customer service specialist III, Customer Service.

**Amethyst Conover**, who was promoted from market administrative specialist to market coordinator, North Territory.

**Monica Cooper**, who was promoted from customer service specialist IV, CSC-Customer Service, to state regulatory comp research coordinator I, Regulatory Compliance.

**Susan Corbin**, who was promoted from accounting specialist II, PS PPAS Operations, to unclaimed property research specialist, Unclaimed Property.

**Veronica Covington**, who was promoted from associate account service coordinator to account service coordinator, Account Relations.

**Tabitha Crawford**, who was promoted from associate account implementation coordinator to account implementation coordinator, Group Implementation.

**Patrick Cummings**, who was promoted from senior research specialist, Research and Resolution, to supervisor, Group Enrollment.

**Christie Dennis**, who was promoted from account service coordinator, Large Market, to senior account service coordinator, Broker Sales.

**Renee Durant**, who was promoted from benefit set-up specialist to senior benefit set-up specialist, Group Set-up.

**Chris Ehrhart**, who was promoted from proofreader to corporate communications coordinator, Corporate Communications.

**Rob Ellis**, who was promoted from second vice president to vice president, Broker Relationship.

**Jessica Eskew**, who was promoted from market trainer, FL-C, to market director, Central Territory.

**Ashley Farmer**, who was promoted from executive assistant II to executive assistant III, Global Strategic Projects.

**Barbara Friedman**, who was promoted from director to managing director, global head of Investments Legal and Regulatory.

**Pongelia Fryson**, who was promoted from associate account service coordinator to account service coordinator, Account Relations.

**Anna Gaines**, who was promoted from senior market asset analyst, FL-S, to classroom trainer, North Territory.

**Karin Gavilanez**, who was promoted from lead specialist, Administration Training, to compliance analyst I, Compliance.

**Sarah Goss**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Miszi Granville**, who was promoted from accounting analyst to tax accountant I, Employment Tax.

**Dana Haines**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Lori Hale**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Breana Haltiwanger**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Martin Harper**, who was promoted from budget accountant II to senior budget analyst, Enterprise Enrollment.

**Audrey Harrison**, who was promoted from business analyst I to business analyst II, IT.

**Shantell Hill**, who was promoted from accounting specialist II, PS LAS Operations, to unclaimed property research specialist, Unclaimed Property.

**Nicole Hines**, who was promoted from business process analyst III to senior sales reporting analyst, Reporting and Release Management.

**Keisha Holland**, who was promoted from associate account service coordinator to account service coordinator, Account Relations.

**Toby Horton**, who was promoted from financial consultant to senior manager, Regulatory Compliance.

**Janet Howell**, who was promoted from underwriter I to underwriter II, Corporate Underwriting.

**Paul Jacobs**, who was promoted from investigative analyst, Special Investigations, to business process analyst II, Claims PIC Admin Support.

**Dennis Johnson**, who was promoted from second vice president to vice president, Broker Relationship.

**Sonja Johnson**, who was promoted from business process analyst III to senior sales reporting analyst, Reporting and Release Management.

**Yero Keys**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Mona Kilpatrick**, who was promoted from application development analyst to project manager, IT.

**Jennifer King**, who was promoted from operations analyst I to operations analyst II, Aflac Group Claims.

**Donnie Land**, who was promoted from associate counsel to senior associate counsel, Legal.

**Mayauna Lee**, who was promoted from claims specialist III, Claims, to compliance analyst I, Compliance.

**Amy Lochner**, who was promoted from enrollment system coordinator III to senior enrollment system coordinator, Electronic Case Builds.

**Kelli Magana**, who was promoted from field force ethics specialist III to field ethics coordinator, Special Investigations.

**Tom McDaniel**, who was promoted from vice president to senior vice president, Chief Compliance Officer, Aflac U.S., Compliance.

**Likitca Miller**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Zyair Mitchell**, who was promoted from accounting specialist II, PS PR/VI Operations, to unclaimed property research specialist, Unclaimed Property.

**John Moorefield**, who was promoted from senior vice president, strategic management for Aflac International, to executive vice president, Chief Transformation Officer, Aflac Japan; Chief Information Security Officer, Aflac Japan.

**Kaitlin Moye**, who was promoted from divisional co-op to investment accountant I, Investment Accounting.

**Ben Murphy**, who was promoted from director to vice president, Security Operations and Threat Management.

**Gwen Norris**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Joshua Orlich**, who was promoted from consultant to manager, Financial Planning and Analysis.

**Joyce Owens**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Inger Pennington**, who was promoted from senior market coordinator, OH-W, to regional relationship manager, Account Relations.

**Ann Pincelli**, who was promoted from associate account implementation coordinator to account implementation coordinator, Group Implementation.

**Tunisia Poole**, who was promoted from senior associate counsel to counsel, Legal.

**Randy Pope**, who was promoted from associate account service coordinator to account service coordinator, Account Relations.

**Matt Powers**, who was promoted from EEP-Operations coordinator to manager, EEP-Product.

**Christian Ries**, who was promoted from classroom trainer to market trainer, Southeast Territory.

**Jimmy Riley**, who was promoted from associate account implementation coordinator to account Implementation coordinator, Account Relations.

**Reginald Robinson**, who was promoted from accounting analyst to tax accountant I, Tax Department.

**Sameerah Robinson**, who was promoted from account relations manager to senior account relations manager, Account Relations.

**Lindsay Rodriguez**, who was promoted from associate account implementation coordinator to account implementation coordinator, Account Relations.

**Chandler Rohwedder**, who was promoted from associate counsel to senior associate counsel, Legal.

**Christopher Savarese**, who was promoted from administration trainer, Administration Training, to supervisor, Integrated Knowledge Solutions.

**John Shalhoub**, who was promoted from vice president to managing director, global head of Human Resources and chief of staff of Aflac Global Investments.

**Kathy Shand**, who was promoted from manager to senior manager, Investor/Rating Agency Relations.

**Crystal Shaw**, who was promoted from associate account service coordinator to account service coordinator, Account Relations.

**Maisha Shaw**, who was promoted from associate counsel to senior associate counsel, Legal.

**Tavanesha Shepard**, who was promoted from project coordinator to senior project coordinator, Corporate General Counsel.

**Patrice Shiver**, who was promoted from accounting specialist II, Premium Collection and Billing, to payroll account file specialist, Account Services.

**Robert Sofaly**, who was promoted from resource planning analyst III, Resource Planning, to process transformation consult, Business Transformation.

**Lee Southwell**, who was promoted from actuary IV to manager, Actuarial.

**Wilma Steed**, who was promoted from business process analyst III to senior sales reporting analyst, Reporting and Release Management.

**Jon Sullivan**, who was promoted from senior manager to director, Corporate Communications.

**Steve Summers**, who was promoted from director to vice president, IT.

**Aron Teran**, who was promoted from classroom trainer to market trainer, Northeast Territory.

**Ryan Thor**, who was promoted from quantitative analyst I to quantitative analyst II, Business Analytics.

**Jeannette Trosclair**, who was promoted from market analyst III to market analyst IV, Analytics.

**Stacey Tucker**, who was promoted from computer operator I, IT Technology, to IT apprentice, ITA.

**Becky Walraven**, who was promoted from supervisor to manager, Business Tech Solutions.

**Diane Waynick**, who was promoted from executive assistant II to executive assistant III, Compliance.

**Trina Weathers**, who was promoted from accounting specialist II, PS PPAS Operations, to unclaimed property research specialist, Unclaimed Property.

**Angela Weierick**, who was promoted from broker sales reporting analyst III, Broker Channel Sales Ops, to business quality manager, Aflac Trust.

**Matthew Weiner**, who was promoted from junior trader analyst to junior trader associate, Corporate Investments.

**Jeff Werner**, who was promoted from group representative to market director, North Territory.

**Gloria Wiley**, who was promoted from associate account service coordinator to account service coordinator, Account Relations.

**Adam Wright**, who was promoted from distribution support specialist II, Forms, to mail processing support specialist, Print and Mail Services.

**Ann Jillian Youngblood**, who was promoted from accounting specialist I, LAS Reconciliation, to partnership control coordinator, Partnership Control.

**Weiwei Zheng**, who was promoted from actuary I to actuary II, Rerating/Experience.

**Jennifer Zimdahl**, who was promoted from sales strategies turning analyst I to broker sales coordinator, Broker Operations.

#### PROFESSIONAL ACHIEVEMENTS

**Nikki Ellis**, Transformation Office, earned her Master of arts in professional communication and leadership from Armstrong State University on Dec. 10, 2016.

**Ashley Williams**, Group Marketing, graduated with a Master of Business Administration degree on Dec. 10, 2016, from Columbus State University.

#### PROFESSIONAL ACHIEVEMENTS

**Paul Jacobs**, Claims PIC Admin Support, earned the Programa de Formación en Seguros de LOMA designation. Paul is the first person at Aflac to successfully complete the six courses targeted to Spanish-speaking students.

#### TYING THE KNOT

**Cody (Papay) Morgan**, Travel/Meetings/Incentives, married Clark Morgan on Oct. 29, 2016.

Bailey Smith, daughter of **Phillip Smith**, IT, and **Amanda Smith**, Claims Admin, married Brandon Belcher Dec. 3, 2016, at the old Russell County Courthouse in Seale, Alabama.

#### NEW ARRIVALS

**Jeffrey Figgins**, Print Communications, **Valerie Figgins**, Strategic Sourcing and Procurement, and new big sister **Angeli** welcomed son and brother, **Imari Leonta Figgins**, on Aug. 26, 2016. Grandparents are **Angel Duarte**, Business Services, and **Ana Duarte**, Account Relations.

**Rhonda German**, Integrated Knowledge Solutions, her husband **Craig** and big sisters **Makayla** and **Aniyah** welcomed **Craig German Jr. (CJ)**, born March 27, 2016. **Barbara German**, Claims, is CJ's grandmother.

**Jamie Landers**, FCC Operational Support, and her husband **Michael** celebrated the birth of their son, **Henry Matthias Landers**, born Aug. 1, 2016.

**Ross Pinney**, Sales Compensation, and his wife **Jenna** celebrated the birth of their baby girl, **Maddux Leigh Pinney**, on Dec. 10, 2016.

#### SYMPATHIES

Aflac New York sends sympathies to **Lynda Atanasio** in the loss of her brother, **Paul McCarthy**.

Aflac New York sends sympathies to **Ginny Krug** in the loss of her mother-in-law, **Mary F. Krug**.

Aflac New York sends sympathies to **Drew Shave** in the loss of his grandfather, **Vincent J. Cerniglia**.

Aflac New York sends sympathies to **Courtney Sheffer** in the loss of her grandfather, **Donald Harwood**.

Aflac New York sends sympathies to **Kate Stone** in the loss of her mother, **Kathleen Dawson**.



TO SHARE NEWS OR SUGGEST STORIES AND IDEAS for publication in the employee magazine, scan the QR code to the right or email [employeematters@aflac.com](mailto:employeematters@aflac.com).



# Ethics Contacts

Got a problem or issue and need to know who to contact?

## Fraud:

Complete the Fraud Referral Form to submit allegations of suspected fraud, agent ethics issues, or to make a request for investigative services with the Special Investigations Unit (SIU):

Go to  
**myAflac.com > Ethics Contacts > Fraud Referral Form**

or contact the Fraud Hotline at  
**1-800-578-3107**

## HR/EEOC:

- Harassment
- Discrimination
- Theft
- Violence
- Employee Conduct
- Retaliation
- Disruptive Behavior

Contact  
**706-596-3316**

## Information Security:

For Information Security-related questions or to report a security incident:

**SAFE@aflac.com** or **706-660-7384**

For Technology Compliance or Regulatory concerns:  
**TechnologyCompliance@aflac.com**

For questions regarding the SAFE site or Modulo Risk Manager:

**TechnologyGRC@aflac.com**

For Application, Infrastructure or Third-Party Risk Assessments:

**TechnologyRiskAssessment@aflac.com**

To report an information security or mobile policy violation:

**PolicyViolations@aflac.com**

## Legal/Code of Conduct:

Employee ethics issues

**1-844-246-4371**

## Privacy:

Internal

**300-1786**

External

**1-800-992-3522, ext. 300-1786**

To report a privacy incident:

**POIncidentReporting@aflac.com**

For privacy questions:

**PrivacyOffice@aflac.com**



Cut here to keep these numbers handy.





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Columbus, Georgia 31999

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# EA



Employee Appreciation Week

# 2017 SAVE THE DATE!

## EMPLOYEE APPRECIATION WEEK

COLUMBUS

April 30-May 5

NEBRASKA

April 30-May 5

NYC/GI

April 30-May 5

ALBANY

June 5-9

COLUMBIA

June 12-16



**WE WANT TO HEAR FROM YOU!** Scan the QR code to the right to send your news, ideas and suggestions for stories or email [employematters@aflac.com](mailto:employematters@aflac.com).

