EMPLOYEE BENEFIT ACCOUNT

SERVICE & SUPPORT CONTACT DETAILS

GENERAL DETAILS



Hours of Operation:

Monday - Friday 7:00 A.M. - 6:00 P.M. CST



Phone Numbers:

Toll Free: (800) 631-FLEX Fax: (314) 909-6983



Other Resources:

BATInfo@paylocity.com https://bat.paylocity.com

LOCATIONS & PAYMENTS



Corporate Address

1400 American Lane Schaumburg, IL 60173



Payment Address COBRA/Retiree Only

10805 Sunset Office Drive, Suite 401 St. Louis, MO 63127

EMAIL ADDRESSES*

Customer Service: BATinfo@paylocity.com

Notifications: noreply@paylocity.lhlondemand.com

*Please whitelist these email addresses to ensure you receive important notifications.

| STANDARD PROCESSING SCHEDULE | | |
|------------------------------|-----------------------------|--|
| HRA Claims | FSA & TMA Claims | Details |
| Monday at 3:00 P.M. CST | Tuesday at 3:00 P.M. CST | Weekly processing of claims occurs on Thursday. Checks are mailed on Friday with the exception of holidays and severe weather-related incidents. Direct deposit disbursements will depend on your financial institution. |

