

# 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

### LOCATIONS & PAYMENTS



#### Corporate Address

1400 American Lane  
Schaumburg, IL 60173



#### Payment Address COBRA/Retiree Only

P.O. Box 2167  
Omaha, NE 68103

### EMAIL ADDRESSES\*

**Customer Service** BATInfo@paylocity.com

**Notifications** do-not-reply@paylocity.com  
noreply@beneflexhr.lh1ondemand.com

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

### STANDARD PROCESSING SCHEDULE

HRA Claims	FSA & TMA Claims	Details
Monday 3:00 P.M. CST	Tuesday 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.

