

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.

