

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.lh1ondemand.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.

