

# 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

### PORTAL LOGIN

To login to the **Spending Accounts** Employee Portal, Login to HR & Payroll, navigate to Spending Accounts.

To login to the **COBRA** Employee Portal, visit <https://cobra.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.co

\*Please approve these email address with your IT department to ensure you receive important notifications.

### STANDARD PROCESSING SCHEDULE

HRA Claims	FSA & TMA Claims	Details
Thursday at 3:00 P.M. CST	Friday at 3:00 P.M. CST	Weekly processing of claims occurs on the following Thursday of the deadline. Checks are mailed on that Friday of the processed claim with the exception of holidays and severe weather-related incidents. Direct deposit disbursements will depend on your financial institution.

