

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.

