

## **Introducing the New First Data Health and Life Help Desk**

The New Year brings a new resource and enhanced services for your First Data health and life benefit questions.

When you call the Employee Resource Line at 888-348-4835, you may route to the new First Data Health and Life Help Desk if your inquiry is about:

- Accessing the Your Benefits Resources (YBR) enrollment Web site
- Enrollment assistance or YBR site navigation
- Adding or dropping coverage due to a qualified status change,
- Health and life benefits other than medical and dental coverage
- Additional benefits including but not limited to: Adoption Assistance, Vision, Legal Plan, Discount Programs, Wellness Initiatives, Scholarship Awards, or Life Insurance plans
- Direct billing arrangements to continue premium payments while on an extended leave
- Premium rates and general contact information

The First Data Health and Life Help Desk is available to you with extended hours - Monday through Friday, 7am - 7pm Central time. Not only does this new resource offer you convenience through extended hours, you'll also find that you can complete some YBR transactions by speaking with a customer service representative, provided you know your YBR User ID and Password. Representatives are available to take your call and answer your questions, just call 888-348-4835, select option 1 for HR then option 4 for Benefits. To route to the new First Data Health and Life Help Desk select option 9.