FBS SERVICE TEAM - ETXEBC

A Higginbotham Partner

At ***Financial Benefit Services (FBS),*** we are committed to providing you with the highest level of service. Our dedicated account management and client service teams respond to your inquiries and requests promptly and efficiently. For your convenience, we have listed your dedicated client service team members and description of services.

BENEFIT CONSULTANT: **John Ledebur, 972.977.4722, Johnl@fbsbenefits.com**

Responsible for coordinating renewals, RFP strategic planning and consulting on new products and vendor selections, and responsible for the overall plan administration.

ACCOUNT EXECUTIVE: **Kim Newman, 903.505.3541, Kimn@fbsbenefits.com**

Oversees account management including implementation of new products and carriers, strategic resolution on complex inquiries, facilitate annual enrollment, RFP renewal process, vendor selection, client liaison and provide ongoing support as the team lead.

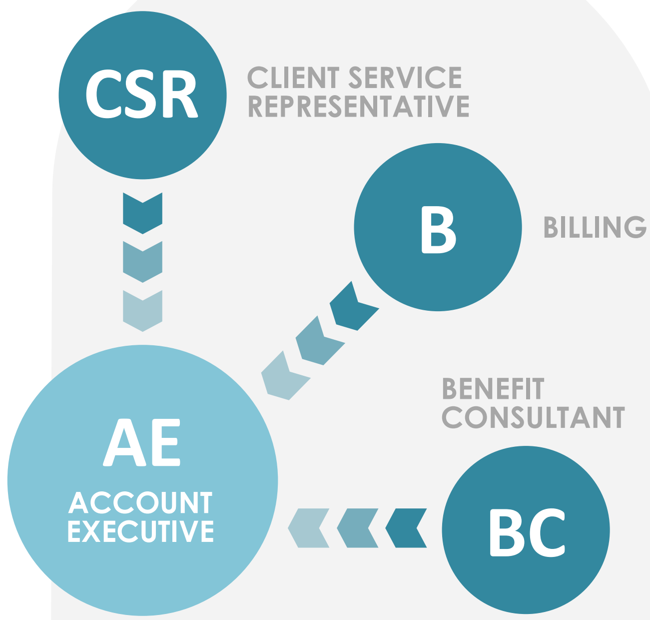
CLIENT SERVICE REPRESENTATIVE: **Parker Bingham, 972.698.4975, Parkerb@fbsbenefits.com**

Responsible for providing ongoing support, training, assist with billing discrepancy research and resolution, and educating employees on benefit needs.

BILLING COORDINATOR:
Sarah Phillips, 972-685-1319, sarahp@fbsbenefits.com

Responsible for:

- Reconciles our monthly remittance to THE*benefits*HUB.
- Provide monthly discrepancy reports.
- Upon requests, reconcile Flexible Spending Accounts and Health Savings Accounts.
- For TRS participating TRS- ActiveCare districts, upon request reconcile monthly bill.
- Remits payment to insurance carriers.



BENEFITS CARELINE: **(833) 453-1680**

Call and speak to a licensed FBS Enrollment Counselor for help regarding:

- Enrolling in your employee benefits.
- Assistance with filing claims (life, disability, critical illness).
- Keeping your benefits after leaving your employer.

Hours of Operation: Monday – Thursday 8AM to 5:30PM CST
Friday 8AM to 3PM CST