



We strive to make it easier for you to contact us!

**Mailing Address:** 5589 Cheviot Road, Cincinnati, OH, 45247

**E-Mail to submit changes to your normal contribution schedule, questions related to claims, contributions or disbursements:** [Flex@CustomDesignBenefits.com](mailto:Flex@CustomDesignBenefits.com)

**E-Mail to submit FSA or HRA claims:** [FlexClaims@CustomDesignBenefits.Com](mailto:FlexClaims@CustomDesignBenefits.Com)

**24 hour Fax:** (513) 598-2901

**24-hour Toll-Free Voice Response System:** (866) 598-2939

**24/7 Custom Design Benefits Website:** [www.CustomDesignBenefits.com](http://www.CustomDesignBenefits.com)

**24/7 Employer Website:** [www.EFlexOnLine.com](http://www.EFlexOnLine.com)

**24/7 Employee Website:** [www.MyFlexOnLine.com](http://www.MyFlexOnLine.com)

**Telephone (office hours M-F 8:30 a.m. to 5:00 p.m.)**

**General Questions or Member Customer Service:** (513) 598-2929 or toll-free (800) 598-2929

**The Account Manager assigned to your Plan is:** Donna Welker

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**Direct Phone Number:** (513) 398-2983

**Director, Consumer Driven Services:** Kimberly Ward

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