



Aon HR Service Center Guide – U.S.

Your experience of calling into the service center will be enhanced by entering the correct information and menu option.

Agent support hours for the Aon HR Service Center are 8:00 a.m. to 4:30 p.m. CST, Monday through Friday.

Security Features

Step 1: Call 1-855-625-5500 and enter or say Identifiers – SSN and date of birth

Use the telephone key pad to enter information or “voice” your response.

SSN: Last four digits of your Social Security Number.

Date of Birth: 8-digit format (mmddyyyy) – no spaces. Example: For January 23, 1945 – enter 01231945

Note: In very few cases, the last 4 digits of your SSN and date of birth may match another user. If this happens, you will be asked to enter your Hire date as well in mmddyyyy format.

Step 2: Choose a menu or submenu option (see the table)

For any menu item where there is a transfer to the Aon HR Service Center, you will be prompted for your UPoint password. If the password is incorrect, two password entry attempts are allowed. Hear hint on file (if any). If the second entry is invalid and if alternate security is available for the chosen option, you will be prompted to enter your Zip Code. If this is successful, then you call will continue to the provider selected partially secured. Else, the call will be connected as unsecured.

Main Menu		Submenu and details Select the menu and submenu option by using the number(s) on your telephone key pad Example: choose 1, then 2 to be transferred to the Aon HR Service Center	
1	Payroll and Time Entry	1. Garnishment – transfer to Aon HR Service Center	
		2. General Payroll Questions – transfer to Aon HR Service Center	
		3. Time Entry Support	1. Workday Time Entry: For assistance with Time Entry Codes or the PeopleSoft Time Entry application, email Time Card Administration at timemanagementcard@aonhewitt.com . For Workday Time Entry assistance, remain on the line to be connected to an Aon HR Service Center representative.
			2. All Other Time Entry Applications: For assistance with Time Entry Codes or PeopleSoft Time Entry application, email Time Card Administration at timemanagementcard@aonhewitt.com .
4. Employment Verification – Transfer to third party provider.			
2	Retirement and Investments	1. 401(k) Savings – After password verification, listen to the Total Plan Balance and then transfer to Aon HR Service Center	
		2. Pension – transfer to Aon Hewitt DB team	
		3. Initiate Retirement – Enter password to connect to the Aon HR Service Center. If you don't know the password, enter Zip Code to proceed.	

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		4. Investment Advice & Financial Guidance – transfer to Advisory Services	
		5. Supplemental Savings – transfer to the Aon HR Service Center.	
		6. Employee Stock Purchase – transfer to Fidelity	
3	Spending and Reimbursement Accounts	1. Health Savings Account – transfer to YSA Access Direct	
		2. Your Spending Account – transfer to YSA Access Direct	
		3. Tuition Reimbursement – transfer to YSA Access Direct	
		4. Commuter Benefits – transfer to Access Direct?	
4	Health Care and Insurance	1. Review or Change Coverage – transfer to Aon HR Service Center	
		2. Claims and ID Cards	1. Medical – transfer to provider
			2. Dental – transfer to provider
			3. Prescription Drug – transfer to provider
			4. Vision – transfer to provider
		3. Participant Advocacy Services – Transfer to Participant advocacy Service Center	
4. Life and AD&D – transfer to Aon HR Service Center			
5. Other Questions – transfer to Aon HR Service Center			
5	Leaves and Disability	You will be connected with the Leaves and Disability Center where you will be prompted to explain your query	
6	Wellbeing	1. Employee and Family Assistance Program – transfer to Optum Health	
		2. Wellness Program – transfer to Health Management Corporation	
7	UPoint Login and Navigation Assistance	For UPoint Portal Self Service Password resets, select the link "Forgot User ID or Password" on the UPoint log-in page. If you need help with your Aon Identity Password, Self Service is available via the Global Password Manager online. If that's all you needed to know, you can hang up; otherwise stay on the line to be connected with the Aon HR Service Center representative.	
8	HR Policy and Programs Support	1. HR Policies and Programs – transfer to Aon HR Service Center	
		2. Name and Address Changes – Go to the UPoint Portal to update your name or address. If that's all you need, you can hang up. If you don't have access to the Portal, remain on the line to be connected to an Aon HR Service Center representative.	
		3. Employment Verification – Transfer to third party provider.	
		4. HR Connect – transfer to HR Connect Voicemail	

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	5. General HR Inquiries – transfer to Aon HR Service Center		
	6. Conveniences and Discounts	1. Auto and Home Insurance	1. MetLife – transfer to MetLife
		2. Pet Insurance – transfer to Healthy Paws	2. Liberty Mutual – transfer to Liberty Mutual
9 Report a Death	Transfer to the Aon HR Service Center		