



# TEAMMATE NEW LEAVE TOOL KIT

 ComPsych | [AbsenceResources®](#)



# BENEFITS WHILE ON LEAVE

Return completed BWOL form to your local McLane  
HR Department, not AbsenceResources

TEAMMATE NAME		TEAMMATE ID#	DATE OF HIRE
DIVISION #	DEPARTMENT	POSITION	MANAGER

### LEAVE REQUEST Teammates-select the leave type and enter the estimated leave dates requested:

Family Medical Leave Act(FMLA)
  Medical Leave
  Personal Leave(non-medical)
  USERRA(Military)

*If you would like a printed copy of the McLane LOA or STD policies, please request a copy from your local HR Department.*

Estimated Leave Dates: From \_\_\_\_\_ To \_\_\_\_\_

### BENEFIT OPTIONS (does not apply to 401k plan) Teammates-click on the box of your choice or to acknowledge.

- Option 1: Pay upon return.** Benefit premiums will be deducted from any McLane pay received during leave, including paid time-off and short-term disability. I elect to have any missed deductions taken from my pay check when I return to work. I understand that the current benefit deduction plus one missed deduction will be taken out of each paycheck until the balance is paid off. **Default Election.**
- Option 2: Pay while on leave.** Benefit premiums will be deducted from any McLane pay received during leave, including paid time-off and short-term disability. I elect to continue to make my benefit payments while on a Leave of Absence, understanding that if I miss any payments they will automatically go into arrears. **I will receive instructions one time from Corporate Benefits on making benefit premium payments while on leave.** When I return to work the current benefit deduction plus one missed deduction will be taken out of each paycheck until the balance is paid off, if applicable.
- Option 3: Terminate benefits.** I elect to terminate all or some of my benefits while on a Leave of Absence (my qualifying event). Once I return to work (qualifying event) I understand that I must re-enroll within 30 days to start my benefits. **I understand that if I elect Option 3 and then terminate while on leave I am not eligible for COBRA benefits.**

Medical     Dental     Vision     Legal     Accident     Hospital     Critical Illness     \*Life Insurance     \*Spouse Life     Child Life  
 \*Long-Term Disability     \*Voluntary AD&D     *\*I understand that if I stop Life Insurance, Spouse Life, or Long Term Disability I will have to complete Lincoln's Evidence of Insurability form and be approved by Lincoln before those benefits will be restarted.*

### ACKNOWLEDGMENTS:

I understand and acknowledge that the following provisions apply to the leave I am requesting:

- It is my responsibility to contact AbsenceResources and my Human Resources Department regarding the leave I am requesting.
- Documentation may be required to support the need and the eligibility for leave.
- If I chose Option 3 to terminate benefits while on leave I understand it means I will not have coverage for those benefits until I re-elect benefits upon my return from leave (my qualifying event).
- If I do not return to work in accordance with applicable statutes and Company Policies I may be subject to termination.
- I understand being on leave for a total of 28 or more days, added together in the calendar year, will decrease my available vacation in the new year.
- I understand being on leave may affect any incentive or bonus for which I am eligible. I will contact my supervisor or HR Manager for more information.
- It is my responsibility to keep in contact with my supervisor, HR Manager, and AbsenceResources as to my status throughout my leave.
- I understand that I am responsible for the repayment of benefit premiums that are outstanding, even upon my termination.

\_\_\_\_\_  
Teammate Signature

\_\_\_\_\_  
Date Signed

### DIVISION RESPONSIBILITY:

- Give teammate a New Leave Kit with information on contacting AbsenceResources
- Send the completed BWOL form to the FMLA email box at [FMLA@mcclaneco.com](mailto:FMLA@mcclaneco.com)
- Confirm Benefits While on Leave form is scanned and uploaded into Workday
- Verify the teammate contacted AbsenceResources when reviewing the weekly AbsenceResources reports.
- Verify the teammate's Workday status matches the dates and leave reason provided by AbsenceResources

\_\_\_\_\_  
Supervisor / Manager Signature

\_\_\_\_\_  
Human Resource Manager Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Date Signed

# Leaves of Absence Administered by AbsenceResources®

FMLA, Workers' Compensation, Medical, Personal, USERRA



- 1
  - Let your Human Resources (HR) Department know of your need for leave and they'll provide you with a Teammate New Leave Kit
  - Complete the Benefits While on Leave (BWOL) form that is part of the kit and submit to HR
  - Review the kit for important leave information from AbsenceResources
  - Teammates already registered on [absenceresources.com](https://absenceresources.com), sign in and proceed to Step 3. If this is your first AbsenceResources leave request, continue to Step 2
- 2
  - Go to [absenceresources.com](https://absenceresources.com)
  - Click **Register**
  - Enter 9 digit Teammate ID and home ZIP code
  - Enter a **Username** (must be 6 characters and no spaces, e.g., joesmith) and **password**
  - Answer the other questions as accurately as possible

**3** **Submit your leave (15 minutes)**

- Submit your leave of absence information to AbsenceResources online or over the phone
- AbsenceResources handles the leave of absence and completes the intake questions
- Have your employee ID number and health care provider's name and fax number available prior to requesting your leave


**Receiving your leave request packet**

- Work with your health care provider to ensure medical documentation is completed and returned to AbsenceResources within 15 days
- AbsenceResources will fax the documents to your physician (if authorized) or you can provide the documents to your health care provider
- Review the request packet and all attachments for important company information

**AbsenceResources reviews completed documents**

- AbsenceResources receives the completed documents and reviews them in order to issue a decision
- AbsenceResources may reach out to you or your health care provider (if authorized) for any incomplete information

- Teammates approved for leave are responsible for keeping track of available time and updating their McLane supervisor and HR as needed
- Check your FMLA balance in the app 24/7
- **For continuous leave:** Pay attention to the approved dates and keep McLane and AbsenceResources informed of any change
- **For intermittent leave:** It is the teammate's responsibility to notify AbsenceResources of intermittent use within 24 hours of date of absence via phone call, email or through the app. Teammates must also follow their McLane department's call-off procedures. Failure to call off to both parties may be subject to disciplinary action.

<p><b>Call:</b> 866.380.0680</p> <p><b>TRS:</b> Dial 711</p> <p><b>Fax:</b> 877.309.0218</p>	<p><b>App:</b> AbsenceNow<sup>SM</sup></p> <p><b>Online:</b> <a href="https://absenceresources.com">absenceresources.com</a></p>	<p>→</p> <p>Scan the QR code for easy access from your smartphone</p> 
--	--	---

# Leave of absence experience

AbsenceResources® provides access to experts who will answer questions, review guidelines, and approve information regarding a job-protected medical or family leave of absence.

## Submit your leave (15 minutes)

- Submit your leave of absence information to AbsenceResources online or over the phone
- AbsenceResources handles the leave of absence and completes the intake questions
- Have your employee ID number and health care provider's name and fax number available prior to requesting your leave

## Receiving your leave request packet

- Work with your health care provider to ensure medical documentation is completed and returned to AbsenceResources within 15 days
- AbsenceResources will fax the documents to your physician (if authorized) or you can provide the documents to your health care provider
- Review the request packet and all attachments for important company information

## AbsenceResources reviews completed documents

- AbsenceResources receives the completed documents and reviews them in order to issue a decision
- AbsenceResources may reach out to you or your health care provider (if authorized) for any incomplete information

## AbsenceResources issues decision (5 Business days\*)

- You will be notified of the decision by email and/or postal mail and provided with the next steps, if necessary
- Please contact AbsenceResources with any leave updates or questions
- Notify AbsenceResources by telephone, online, mobile app, or email when you are ready to return to work
- AbsenceResources will proactively send notifications throughout the claim process to share details such as documentation pending and received, confirming delivery/placement date, as well as confirming return to work.

*\*Estimation: Once all completed documentation is received*



**App:** AbsenceNow<sup>SM</sup>  
**Online:** [absenceresources.com](https://absenceresources.com)

→  
Scan for more  
resources



# Leave of absence submission checklist

The following are step-by-step instructions that describe what you need to do to apply for a legally protected leave and/or short-term disability for your situation.

## Step #1

Contact AbsenceResources® online or by phone to notify your employer of your need for a leave of absence:

- Website: [absenceresources.com](https://absenceresources.com)
- Call during our business hours: Monday through Friday, 7:30 a.m. - 9:30 p.m. CST

## Step #2

Receive the Medical Certification Form, found in your leave of absence claim packet sent by AbsenceResources, or download from the website provided by your employer. The completion of this single medical certification form is sufficient for your application for leave of absence.

- The Medical Certification Form is time-sensitive material. Be certain to check for the certification due date on the initial request letter found in your leave of absence claim packet.

## Step #3

Take the blank Medical Certification Form to either your own or your family member's health care provider.

- If your leave is not for medical reasons due to a Qualifying Exigency, please follow the instructions provided by the AbsenceResources specialist and/or your leave of absence claim packet.

## Step #4

Ensure that AbsenceResources received the completed Medical Certification Form prior to the certification due date. It is your responsibility to ensure paperwork gets returned in a timely fashion. If there are delays completing your forms, be sure to contact AbsenceResources prior to your certification due date:

The health care provider must return the completed Medical Certification Form to AbsenceResources by either fax or email. You may return the completed form by mailing the original completed Medical Certification Form.

- Fax: 877.309.0218
- Web portal: [absenceresources.com](https://absenceresources.com)
- Address: AbsenceResources, 1 Prudential Plaza, 130 East Randolph Street, Suite 700, Chicago, Illinois 60601

## Step #5

Receive and review the decision letter from AbsenceResources. Please note the decisions are based on the certification completed by the health care provider.

## Step #6

If approved for the leave, you will be responsible for keeping track of your available entitlement:

- **Intermittent Frequency Leave:** Be sure to report each intermittent absence to AbsenceResources within 24 hours and follow your company's call-in procedures. All prescheduled appointments need to be tracked ahead of time with both AbsenceResources and your company. Failure to call off to both parties may be subject to disciplinary action.
- **Continuous Frequency Leave:** Pay close attention to the date range on your decision letter. Your position at your company is only protected during that date range. To keep your entitlement accurate and ensure protection, please notify AbsenceResources if your leave is any different than what was provided on the decision letter.

Call: 866-380-0680

TRS: Dial 711 Fax: 877.309.0218

App: AbsenceNow<sup>SM</sup>

Online: [absenceresources.com](https://absenceresources.com)

→  
Scan for more  
resources



# Reporting a leave of absence

## To report a leave of absence, you can either

- Go to [absenceresources.com](https://absenceresources.com) or open the mobile app AbsenceNow<sup>SM</sup>, log in and click on Add New Leave
- Call and talk to a representative during business hours

## What information will AbsenceResources® need?

- Company name
- Reason for your leave
- Your first and last name
- Estimated dates of leave
- Employee ID #
- Attending physician phone number, fax, and verbal authorization to contact them, if needed
- If caring for an immediate family member, their name, relation to you, and birth date (if it is for a child)

## When and how should I follow up with AbsenceResources?

To provide the following info, visit their website or mobile app.

- Update information related to your leave
- Submit an extension
- Confirm your return to work date
- To report date of delivery or placement of your child
- Report intermittent absences

Remember, you can contact AbsenceResources with any questions you may have.



## When should a leave of absence be reported to AbsenceResources?

Contact AbsenceResources and follow your internal call-off procedures if/or when:

- You or an immediate family member is hospitalized for any amount of time
- You are incapacitated for more than three calendar days and are seeking treatment by a health care provider
- You will be absent periodically due to a chronic or permanent disabling condition of your own or of an immediate family member
- You are pregnant or missing work due to anything medically related to your pregnancy
- You are bonding with a newly born child or a recently placed adopted or foster child
- You are caring for an immediate family member (spouse/ domestic partner, parent or child) who is ill or injured
- You are caring for an injured servicemember
- You need to miss work due to a qualified exigency related to an immediate family member's active service duty

**Call:** 866-380-0680

**TRS:** Dial 711 **Fax:** 877.309.0218

**App:** AbsenceNow<sup>SM</sup>

**Online:** [absenceresources.com](https://absenceresources.com)



Scan for more resources



## Your Next Steps

### What you need to do after you've made a request

- **Make AbsenceResources your first point of contact for your absence.** If you have questions about your absence request or need to change your requested dates, live representatives are available to guide you through the absence process between the hours of 7:30 AM and 9:30 PM Central Time at 866-380-0680. You can also email us at [AbsenceCenter@AbsenceResources.com](mailto:AbsenceCenter@AbsenceResources.com) and check the status of your request at any time by logging on to [www.AbsenceResources.com](http://www.AbsenceResources.com).
- **Submit necessary documentation for your absence.** If you are required to submit documentation for your absence, take the Medical Certification form to the health care provider for completion, or provide us with their fax number and we will send a copy on your behalf. Verify that the health care provider fully and accurately completes all fields on the Medical Certification form and faxes it to AbsenceResources at 877-309-0218 within the certification period stated on your Request letter. Please do not return the completed Medical Certification to McLane.
- **If you are going to be absent from work intermittently, track your absence dates.** Intermittent leave means leave taken in intervals of hours or days rather than longer, consecutive periods of days or weeks. Examples include medical appointments or shortened workdays (hours). Intermittent leave is tracked or documented in increments of at least 1 hour. Regulations require you to provide advance notification whenever possible.
  - You will need to continue to follow the McLane Attendance policy requirement and notify your supervisor/manager within 2 hours of your scheduled shift and report your absence to AbsenceResources within 24 hours of your absence. Report any absences related to your intermittent FMLA leave even if your leave is not yet approved.
- **If you are going to be absent on a continuous basis,** the dates you requested are already in our system. Continuous leave under FMLA means you will be out between 3 days and 12 weeks. You do not need to call and report the time you're out, however you should let us know if your needs change.
- **If you are on maternity or parental leave,** you will need to confirm your delivery or placement date so that we can adjust your absence dates if necessary. You will receive an email or automated phone call after your expected delivery or placement date. You can simply respond to that email or phone call to confirm your delivery or placement date.
- **Keep an eye out for your decision packet** – sent via email or postal mail depending on your preferences – and any notifications about your absence.
- **Before your return to work,** you will be required to return to work at least 2 weeks prior to the return date, if possible, by notifying your supervisor/manager and your Human Resources Department. There will be a Return to Work form for your doctor to complete before you return if the leave was for your own serious health condition. This notice period also allows you to schedule required exams or fitness-for-duty tests, including those required by the DOT. If such certification is not received, your return to active employment will be delayed until certification
- **If you are returning to work earlier than anticipated,** you must notify your Human Resources Department at least 2 weeks prior to your expected return date. Failure to notify your Human Resources Department may delay your return to active employment. There will be a Return to Work form for your doctor to complete before you return if the leave was for your own serious health condition.

### What you need to know after you've made a request

- **Each time we receive documentation for your absence,** you will receive a notification that we have the documentation. A decision packet will be sent via your preferred communication method within 48 hours of receipt of the documentation.

- **When we don't receive documentation for your absence in time**, we'll send a reminder that your certification deadline is coming up and a decision packet once the deadline has passed. You can still submit paperwork after the deadline – we will process it according to your company's policy regarding late paperwork, which may result in your absence being delayed or denied.

## What you need to know after you've received a decision

- **If you need to change your absence dates**, you will receive an email or call two weeks before the end of your absence so that we can confirm you will be returning to work on time. You can simply reply to our outreach or contact us at any time to request an adjustment or extension.
- **When your approved absence period ends, you will be expected to return to work.** Failure to return on or before the specified return date *without an approved extension* may result in discipline up to and including the termination of employment.
- **If you need to renew your intermittent absence**, contact us at any time 30 days prior to the end of your absence to request a renewal.
- **If you are using leave intermittently** and exceed your approved intermittent frequency/duration or the situation necessitating your absence appears to change, you may be asked to have your absence recertified. This request will come via your preferred method of communication (email or postal mail). Please follow up with the health care provider to ensure that we receive the documentation necessary to recertify your absence.
- **Moonlighting while on absence:** You may not work for another employer while on family or medical absence. Such outside employment is grounds for immediate termination.

## What you need to do to maintain health benefits and receive pay

- **To maintain your health benefits**, McLane maintains an eligible teammate's existing group health, vision, dental, life, and disability insurance coverage during FMLA leave the same as if the teammate had been at work. The teammate is responsible for paying their full portion of applicable insurance premiums. All teammates must contact their Human Resources Department to complete a Benefits While on Leave form. If a teammate receives pay from McLane while on leave, their benefit premiums will be deducted, otherwise the premium(s) will be due upon return to work or immediately if not returning. If you choose to pay your benefit premiums while out on leave, the Benefits Department will contact you to make payment arrangements.
- **If you are on maternity or parental leave and would like to add your child to your medical coverage**, please do so within 60 days of the date of birth or placement of your child. Your child may not be covered under your medical benefits if you do not fill out the necessary paperwork within the first 60 days. If you have questions or concerns, please contact your Human Resources Department.
- **To receive short term disability:** If you are disabled, you may be entitled to disability benefits and should contact Lincoln Financial at 877-321-1139. See attached documents for further information. Any notifications or communications about disability claim status will arrive separately from Lincoln Financial. Do not contact AbsenceResources about your disability benefits.
- **To use [Paid Time Off]:** Unless approved for short term disability you will be required to use any paid time off concurrently with your absence. Once your paid time off has exhausted, the remainder of your leave will be unpaid.
- **FMLA** will run concurrent with your approved short-term disability, Workers Compensation, or Texas Injury Benefit leave up to the maximum FMLA time available.

# How to track intermittent absences

After requesting a leave through AbsenceResources®, you may be approved for the below leave types:

	Intermittent leave	Continuous leave	Reduced schedule leave
<b>Definition</b>	Sporadic absences for the following reasons: <ul style="list-style-type: none"> <li>• Treatment or appointment with a health care provider</li> <li>• Flare-up or episodic incapacitation caused by the health condition</li> </ul>	Uninterrupted block of days missed	Pre-arranged schedule of days/ hours to be missed, as dictated by your health care provider
<b>Examples</b>	Occasional migraines, pre-scheduled doctor appointment	New-child bonding, recovery after surgery	Kidney dialysis appointments
<b>Employee's Responsibility</b>	Employee must do two things: <ul style="list-style-type: none"> <li>• Follow your normal call-off procedure for each absence</li> <li>• Contact AbsenceResources within the designated deadline for each absence</li> </ul> <p><b>NOTE:</b> Treatments and appointments should be tracked in advance when they are first scheduled.</p>	After the initial approval has been received, no need to call with each absence; approved leave serves as notice BUT employees need to contact their absence management provider if there is a change in the start date or end date of the leave.	After the initial approval has been received, no need to call with each absence; approved leave serves as notice BUT employees need to contact their absence management provider if schedule needs to be changed.

## How do you track intermittent time?

You can track intermittent time via the website, smartphone app, email, or phone.

- **Website:** [absenceresources.com](https://www.absenceresources.com)
- **Smartphone App:** AbsenceNow<sup>SM</sup>
- **Email:** [absencecenter@absenceresources.com](mailto:absencecenter@absenceresources.com)
- **Phone:** Live service or 24-hour automated system

## What information do you need to provide?

You will need to provide: your name, your leave request number, the date that you missed work, how much time you missed, and if the time you missed was due to an Episode or an Appointment/Treatment. You will also need to provide your leave request number or condition. You cannot take time for a condition that is different than the condition your protected leave is for. If you have a new condition, you must open a new leave.

## What is the difference between episode of incapacity and appointment/treatment?

### Episode of incapacity

- If leave is for your own serious health condition, an episode is a period of time when symptoms of a serious health condition prevent you from attending work.
- If leave is for care of a family member's serious health condition, an episode is a period of time when your family member is experiencing severe symptoms and you cannot attend work because you must care for them.
- Episodes tend to be unscheduled and unpredictable.
- **Examples:** migraine, asthma attack, seizure.

### Appointment/treatment

- An appointment/treatment is a period of time you cannot attend work due to your or your family member's treatment, recovery from a treatment, or for an appointment with the health care provider related to the serious health condition.
- **Examples:** physical therapy, chemotherapy appointment, insulin treatment.

## What is the difference between certified intermittent frequency and entitlement?

### Certified intermittent frequency

- This is the frequency with which your provider said you would need intermittent time based on your condition.
- This is not a total of number of hours you are approved for but the number of absences you might have.

- **Example:** You are certified for 2 appointments per month lasting 4 hours each. You take 2 hours off work for an appointment. You have used 1 appointment (even though it was less than 4 hours) and can take 1 more appointment that month lasting up to 4 hours.
- If you take more time than is certified (for example, in the scenario above, if you take time off for 3 appointments in a month or you take an appointment that lasts 8 hours) or if you show a pattern (for example, most of your absences are around your scheduled days off), or if your employer receives information that casts doubt on your leave of absence, you may be asked to recertify your leave.

### Entitlement

- FMLA allows an eligible employee to take up to 12 weeks off in a 12-month period for an FMLA-qualifying condition. Entitlement is how much of the 12 weeks has been used and how much is left.
- **Example:** You took 3 weeks of continuous leave 6 months ago and a total of 2 weeks of intermittent time between episodes and appointments in the last 4 months. You work an average of 40 hours per week. If you call AbsenceResources to ask how much time you have left, the specialist will say that you have 280 hours left. Since you work 40 hours per week, you get 480 hours in a year. You used 180 hours for your continuous leave and 80 hours for your intermittent leave so far. You now have 280 hours of FMLA left total.
- Once exhausted, you will not be able to take FMLA-protected leave again until you regain time to use and are also eligible to use the time.

Call: 866-380-0680

TRS: Dial 711 Fax: 877.309.0218

App: AbsenceNow<sup>SM</sup>

Online: [absenceresources.com](http://absenceresources.com)



Scan for more resources



# Questions and answers about the Family and Medical Leave Act (FMLA)

## What is the Family and Medical Leave Act (FMLA)?

FMLA is a federal law that entitles employees to 12 weeks of unpaid leave for qualifying medical and family reasons. This time can be used over the course of 12 months. If taking leave to care for an injured servicemember, an employee is eligible for a one-time allotment of 26 weeks of leave in a single 12-month period.

## When can an employee take FMLA?

You are eligible to take FMLA for:

- The birth of a child
- Adoption or foster care
- Care for your own serious health condition
- Care for a child, spouse, or parent with a serious health condition
- Care for a child, spouse, parent, or next of kin who is an injured servicemember
- The need to be with a child, spouse, parent, or next of kin who is on active duty or is called to active duty status in support of a contingency operation

## How do I know if I am eligible for FMLA?

An employee must meet two requirements to be eligible for FMLA:

- You must have worked for your employer for at least 12 months, and
- You must have worked at least 1,250 hours during the last 12 months

## Will an employee be paid for hours protected under FMLA?

No. FMLA does not require your employer to pay you during your leave. In some circumstances, accrued paid sick leave or vacation time may be used.

## How is ‘family’ defined under FMLA?

Family members are defined under FMLA as:

- The employee’s parent
- The employee’s child, including adult children who are incapable of caring for themselves
- The employee’s spouse when having a serious medical condition
- The employee’s “next of kin,” but only in situations of caring for an injured service member

## Can an employee take a few hours every week to take a family member to a medical appointment?

Yes. Family leave may be taken intermittently when medically necessary. An employee may take leave in blocks of time such as an hour, a half-day, a day, a week, four weeks or, 12 weeks to care for a family member if certified by your health care provider.

## Will an employee have the same job when they return from FMLA leave?

The employer must reinstate an employee to the position held before leave began or must provide a position that has the same benefits, pay, working conditions, and seniority.

## Will an employee have insurance while on leave?

The employer must continue to pay for the employee’s health insurance coverage as it normally would. If an employee contributes to the health insurance plan, the employee is required to continue making payments while on leave.

## Can an employer stop making insurance payments?

Yes. If an employee does not return to work after 12 weeks or if an employee tells the employer that they do not intend to return to work, the employer can stop making insurance payments. If an employee does not return from leave, the employer may require the employee to pay back the money paid to maintain the employee's health insurance during leave.

## For more information

AbsenceResources® provides quick access to experts who will answer questions, review guidelines, and provide information regarding a job-protected medical or family leave of absence. Please contact AbsenceResources for information and forms required for your leave.

**Call:** 866-380-0680  
**TRS:** Dial 711 **Fax:** 877.309.0218

**App:** AbsenceNow<sup>SM</sup>  
**Online:** [absenceresources.com](https://www.absenceresources.com)

→  
Scan for more  
resources





**Online:** [absenceresources.com](https://absenceresources.com)

**App:** AbsenceNow<sup>SM</sup>

**Email:** [serviceteam2@absenceresources.com](mailto:serviceteam2@absenceresources.com)

**Call:** 866.380.0680

**TRS:** Dial 711

**Fax:** 877.309.0218



Copyright © 2026 ComPsych Corporation. All rights reserved.

## Contact



**Call:** 800.327.2151

**TRS:** Dial 711

**Online:** [guidanceresources.com](https://guidanceresources.com)

**App:** GuidanceNow<sup>SM</sup>

**Web ID:** MCLANE