



KBA Account Resource Services

KBA prides itself on delivering WOW Customer Service to all of our Clients. We have worked hard to build our Account Resource Services department to keep that promise.

Contact Us at:
877.816.5788

Now, you can call one, toll-free number to get your questions answered on the first point of contact.

You will have access to a variety of dedicated KBA personnel and various departments including:

- Agent Commissions
- Premiums and Invoices
- Billing and Eligibility
- EZ-Benefits
- Claims (status and processing)
- Account Representatives

Call 877.816.5788 and PRESS

1

If you are a Broker or Agent and have questions regarding commissions.

4

If you have questions regarding the EZ-Benefits website.

2

If you are a Client or Broker and have questions regarding lapse collections.

5

For questions regarding claims status, claim processing, or benefits.

3

For billing or eligibility questions or issues.

6

For all other inquiries.

Hours of Service: Monday thru Friday 8:00AM - 5:00PM EST

Please Note:

Group Billing Contacts should continue to reach their Specialist directly as the primary method of resolving billing related questions or concerns. If you are unsure as to whether you have been assigned a Billing Specialist, or have any questions or concerns regarding that service, please utilize Account Resource Services to obtain that information and / or elevate those concerns.

