

Need HR Help?



Your Solution Center

(630) 468-9298 | yoursolutioncenter@tandemhr.com | or chat live at tandemhr.com

Contact Your Solution Center (YSC) to get the conversation started on a variety of HR, payroll, and benefits topics. YSC can help directly with many topics or escalate issues to the assigned professionals on your client service support team.

- Password reset
- Employment verification
- Employee payroll questions
- Direct deposit
- Time clock punches
- Withholding changes
- Employee relations
- General workplace concerns
- Risk and safety issues
- Paid time off balances
- New hire benefit eligibility
- Benefit plan questions and enrollment assistance
- Reimbursement accounts (*Flexible spending, health savings, health reimbursement*)
- 401(k) retirement accounts
- Benefits changes due to qualifying life events (*birth, death, marriage, divorce, loss of coverage*)
- COBRA continuation of coverage



Employee Assistance Program

(630) 528-3440 | online resources available in the employee portal under the Benefits menu

Your Employee Assistance Program (EAP) is here to confidentially assist you with any personal or professional matters.

- Confidential counseling
- Child and elder care resources
- Career resources
- Estate planning and will consultation
- Identity theft consultation
- Financial planning
- Substance abuse
- Family and relationship difficulties
- Effective communication

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