



Workday Benefits and Pay Hub Frequently Asked Questions

What is happening?

Ameren is moving benefits and pay information to a new website called the **Workday Benefits and Pay Hub**. This new site replaces **myAmeren.com** for benefits information.

When does this start?

The Workday Benefits and Pay Hub begins on **April 1**.

Do I need to do anything right now?

Active co-workers can access the Benefits and Pay Hub in Workday at any time. Benefits information will be added on April 1.

On or after April 1, Retirees should visit Ameren.com/Benefits and log in with your myAmeren.com user credentials.

Both active and retired co-workers can download the Workday mobile app and use organization ID 'ameren'.

What information is available?

- Healthcare benefits and plan information
- Pension and Fidelity account information
- Pay history and Ameren W-2 tax documents
- Contact information for benefit providers

What if I need help?

Help is available by phone. Co-workers and Retirees can call the **Ameren Benefits Team** for benefit questions or coverage needs. **877-769-2637**

General Questions

What is Workday?

Workday is a secure online system the company uses to provide HR information and support. For active co-workers and retirees, Workday serves as a central place to find benefits information, keep contact information up to date, and understand where to go for help.

What is the Workday Benefits and Pay Hub?

The Workday Benefits and Pay Hub is a single, secure place where active co-workers and retirees can view Ameren benefits and pay information. It replaces myAmeren.com for these items.

Why should I use Workday?

Workday helps you find reliable benefits information without needing to search multiple websites or contact multiple groups.

In Workday, you can expect:

- Benefits information in one place – Articles cover common benefits topics, including health coverage and benefit-related changes.
- Accurate, company-maintained content – Information is kept current by Ameren
- Clear direction for next steps – When additional assistance is needed, Workday points to the appropriate support option.

Mobile Access

Can I access the Benefits and Pay Hub on a phone or tablet?

Yes. The Benefits and Pay Hub includes a mobile experience, allowing you to access information on a phone or tablet if they choose. Using a mobile device is optional.

Access and Support

What if I need help accessing Workday or have benefits questions?

If you cannot access Workday or prefers to speak with someone directly:

- For Workday access issues, contact the **Service Desk at 314-554-4357**.
- The **Ameren Benefits Team (877-769-2637)** is always available for benefits questions or coverage needs.