



November 11, 2024

Update About BioLab's Community Assistance Center's Operating Hours

BioLab wanted to make the community aware of upcoming changes to its Community Assistance Center's hours in light of the Thanksgiving holiday and Daylight Saving Time.

Thanksgiving Week Schedule:

BioLab's Community Assistance Center will be **closed for appointments** from **November 25-30 due to the Thanksgiving holiday**.

While claims staff will not be onsite that week, claim review will continue from November 25-27 by phone and email for residents who have previously established claims. As always, community members may still email BioLabClaims@biolabinc.com to file a claim; information on how to do so is available [here](#). BioLab's 24/7 hotline also remains open throughout Thanksgiving week for assistance at (678) 301-2359.

For approved claim check pickup ONLY, the Center will be open on **November 25 and 26** from **9AM-3PM (ET)**. Individuals must have a confirmation email from their adjuster authorizing them to pick up their check on those days.

New Operating Hours, Effective December 2:

Due to Daylight Saving Time and in support of onsite safety, **effective Monday, December 2**, the Center's hours going forward will be:

- **Monday-Friday:** 9AM-5PM (ET) (*one hour earlier*)
- **Saturday:** 9AM-3PM (ET) (*unchanged*)
- **Sunday:** Closed (*unchanged*)

BioLab remains committed to supporting impacted area residents and business owners, and the team looks forward to assisting community members at the Center under these hours.