

# OUTREACH

A Publication for Members of the Select Benefit Services Association • 2026



## How AI Agents Help the 'Fortune 5 Million' Thrive

(BPT) - While today's Fortune 500 companies have largely automated many processes, smaller businesses, the "Fortune 5 million," often find themselves stuck due to the friction of manual workflows. For the millions of busy small and midsize businesses (SMBs) that power the U.S. economy, numerous back-office tasks like validating W-9s, reconciling receipts, user onboarding and other routine duties are slowing down the gears, making it harder for those companies to succeed and grow.

Offering SMBs tools to automate the functions that are clogging up their processes, intelligent financial operations platform BILL is introducing new AI agents that power touchless transactions. With this suite of intelligent AI agents and features, SMBs can delete manual workflows that are holding them back from success.

### Highly trained AI agents

BILL AI has helped accelerate billions in payments and processed over 1.3 billion documents. Since the beginning of 2025, their AI solutions have increased fully automated bills by over 80% and stopped 8 million

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fraud attempts in fiscal year 2025 alone. The company currently serves nearly half a million businesses and 9,000 accounting firms, making BILL a trusted AI solution for SMBs, with AI agents that are smarter, faster and more reliable from the start.

“The Fortune 5 million deserve the same power and precision as the Fortune 500,” said René Lacerte, CEO



and founder of BILL. “With data from trillions of dollars in transactions and a network of millions of businesses and accounting firms, we are uniquely positioned to deliver AI at a scale that is unmatched in our category. The future of fintech is touchless B2B transactions, and BILL is leading the way for SMBs.”

### Streamlined processes with AI agents

Inefficiencies force many leaders into trade-offs between running the back office and growing their business. BILL’s new AI agents and features automate critical financial workflows and handle routine tasks accurately, so business leaders can focus on what matters most.

Here are just a few ways BILL’s AI agents can streamline formerly manual workflows:

**BILL W-9 agent:** Based on data from BILL customers, over 90% of businesses say collecting W-9s is the most painful part of doing taxes. But touchless tax compliance helps eliminate over 80% of manual steps for collecting W-9s. BILL’s first-of-its-kind agent autonomously requests and pre-validates W-9s from vendors. It can erase most of the work associated with collecting up to 3 million W-9s, saving BILL customers an estimated 650,000 hours. The agent is available to over 170,000 businesses, making tax compliance faster, easier and more reliable.

**BILL reconciliation agent:** The touchless receipts agent automatically codes transactions so receipts reconcile themselves while maintaining full visibility into expenses, helping financial teams stay organized and compliant. In its early rollout, transactions processed entirely by AI increased 533%, at 92% accuracy. Within six months, it is expected to scale to over 40,000 businesses managing more than 72 million receipts annually, with the ultimate goal of making receipts touchless.

**BILL’s new agentic-powered onboarding:** Agentic-powered user onboarding is expected to deliver a more intuitive set-up for new Spend & Expense users, tailored to each business so employees can start spending compliantly from day one. The new agentic-powered BILL Assistant will also provide personalized, instant answers, intelligent recommendations and complete tasks on behalf of small businesses, to help them spend less time managing the back office and more time on business growth and development.

BILL is also introducing other AI-powered features like BILL Assistant aimed at instant, personalized business support.

### A touchless future

While web apps digitized manual workflows, well-built agents can actually eliminate them. BILL AI is building toward a future of touchless B2B transactions, so business operations run themselves, while people stay in control.

Learn more about how BILL’s AI agents can help your business thrive and grow at [BILL.com/product/ai](https://BILL.com/product/ai).

This content is presented ‘as is’ and is not intended to provide tax, legal or accounting advice. Please consult your advisors.



# Health Coaching May Improve Surgery Recovery



Patients often stress and worry about an upcoming surgery. But stress can lessen your body's ability to heal. It can increase inflammation—the swelling or heat your body makes to protect against injury or illness. You can take steps to improve your health before surgery. This is called prehabilitation. A new study showed that personalized prehabilitation programs lowered problems after surgery.

Fifty-four participants were enrolled. They were divided into two groups. One group had a standardized program. The other had a personalized program. Everyone was given information on exercise, healthy eating, and how to improve mental health. The standardized program group was given an information booklet. The personalized program provided one-on-one coaching. It included online exercise programs and guided meditation. It also gave daily reminders and meal suggestions.

The personalized group showed better physical and mental health after surgery. Only four of 27 in this group had mild to serious problems. Some showed fewer signs of inflammation. Eleven of 27 people in the standard group had mild to serious problems after surgery. They showed improvement in one measure of physical health. But they didn't show improvements in mental health or inflammation.

"You can think of prehab as a way to really prepare for this major trauma of surgery," says Dr. Brice Gaudillière at Stanford University. Better health before surgery can ease your recovery.

*Article reprinted from NIH-News In Health*

# NOTICE OF ANNUAL MEETING OF MEMBERS

The Annual Meeting of the Members of Select Benefit Services Association will be held at 12444 Powerscourt Drive, Suite 500A, St. Louis, MO 63131, on Wednesday, June 10, 2026 at 11:00 a.m. (CST) for election of Directors and for the transaction of such other business as may properly come before the meeting and any adjournment thereof.

The above notice is given pursuant to the By-Laws of the Association.

## **PROXY**

### **Select Benefit Services Association**

### **June 10, 2026 Annual Meeting of Members**

### **THIS PROXY IS SOLICITED ON BEHALF OF**

### **SELECT BENEFIT SERVICES ASSOCIATION**

The undersigned member of Select Benefit Services Association does hereby constitute and appoint the President of Select Benefit Services Association, the true and lawful attorney(s) of the undersigned with full power of substitution, to appear and act as the proxy or proxies of the undersigned at the Annual Meeting of the Members of Select Benefit Services Association and at any and all adjournments thereof, and to vote for and in the name, place and stead of the undersigned, as fully as the undersigned might or could do if personally present, as set forth below:

1. FOR [    ], or to [    ] WITHHOLD AUTHORITY to vote for, the following nominees for Board of Directors:  
Dale Turvey, Tom Ebner, and Kim Darling
2. In their discretion, the proxies are authorized to vote upon such other business as may properly come before the Meeting.

This proxy, when properly executed, will be voted in the manner directed by the undersigned member. If no direction is made, this proxy will be voted for the election of directors and officers.

DATED: \_\_\_\_\_, 2026

Signature \_\_\_\_\_

Name (please print) \_\_\_\_\_

Please date and sign and return promptly to 12444 Powerscourt Drive, Suite 500A, St. Louis, MO 63131 whether or not you expect to attend this meeting. The Proxy is revocable and will not affect your right to vote in person in the event that you attend the meeting.

St. Louis, Missouri  
May 11, 2026  
Date



**Membership Services Office**  
**12444 Powerscourt Drive**  
**Suite 500A**  
**St. Louis, MO 63131**

Outreach is published by:

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For information regarding your membership  
and association services, call or write:

**Membership Services Office**  
**Select Benefit Services Association**  
**12444 Powerscourt Drive**  
**Suite 500A**  
**St. Louis, MO 63131**

**1-800-992-8044 or (636) 530-7200**

Articles in this newsletter are meant to be informative, enlightening, and helpful to you. While all information contained herein is meant to be completely factual, it is always subject to change.

Articles are not intended to provide medical advice, diagnosis or treatment. Consult your doctor before starting any exercise program.

