



ACH Payment Set Up Guide

How to set up ACH and recurring payments on the Flex COBRA Portal

Step 1:

Select **Make Payment** from the Home Screen

The screenshot shows the Flex COBRA Portal Home Screen. The top navigation bar includes the FLEX logo and a 'CONTACT US' link. Below the navigation bar, the user's name 'Cindy Smith' and 'Last Login' are displayed. The main content area features a 'Welcome Cindy Smith!' message and a list of navigation links: PROFILE, PAYMENT INFO, PREFERENCES, COMMUNICATION ACTIVITY, MESSAGES, and ELECTION. A message states 'Your first payment of \$550.00 is due Nov 01, 2024'. At the bottom, there are two buttons: 'MAKE PAYMENT' (highlighted with a red box) and 'RECURRING PAYMENTS'.

Step 2:

Select the **I will pay by Checking or Savings Account** option from the **Payment Methods** listed. (Please note, there is a \$20 fee for making a one-time payment by credit card.)

The screenshot shows the Flex COBRA Portal Payment Method selection screen. The top navigation bar includes the FLEX logo and a 'CONTACT US' link. Below the navigation bar, the user's name 'Cindy Smith' and 'Last Login' are displayed. The main content area features a 'MAKE A PAYMENT' section with a list of steps: 1. PAYMENT METHOD, 2. PAYMENT AMOUNT, 3. PAYMENT INFO, 4. REVIEW, and 5. THANK YOU. The 'PAYMENT METHOD' section contains the following text: 'You can make a payment online by credit or debit card, or from your checking or savings account. You may pay a maximum of one month's premium in any one online payment transaction. A \$20.00 processing fee will be added to all online payments. If you would like to pay for multiple premium months, you will need to make multiple online payments. A \$20.00 processing fee will be added to each online payment transaction. The Make a Payment option will be available only when you are able to make a timely payment, prior to 11:59 PM US Central Time on the Last Postmark Date. Online payments appear on your card or bank statement as "Health Ins Premium Pmt".' Below this text are three radio button options: 'I will pay by Credit or Debit Card', 'I will pay by Checking or Savings Account' (highlighted with a red box), and 'I will send a Check or Money Order through the mail'. At the bottom right, there are 'NEXT' and 'CANCEL' buttons.

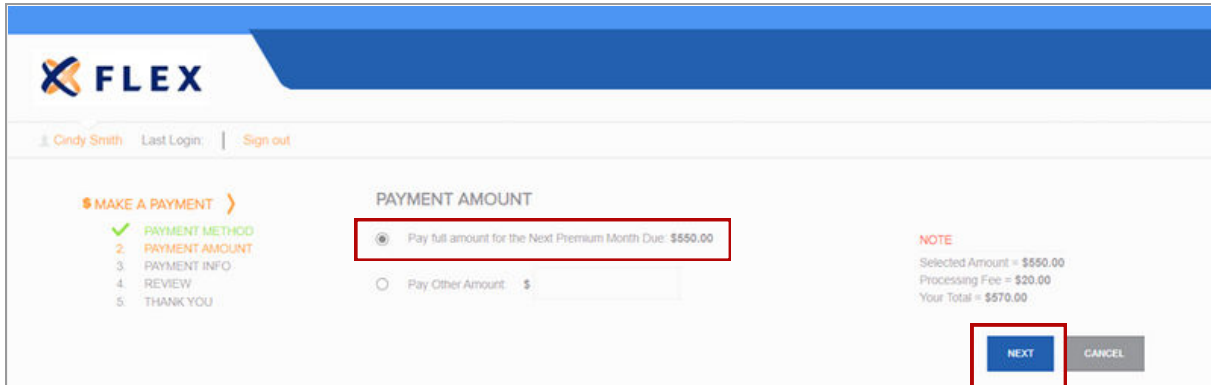
Questions? Call us at 866-847-8774

8770 W. Bryn Mawr, Suite 1290W, Chicago, IL 60631

www.myflexcobra.com

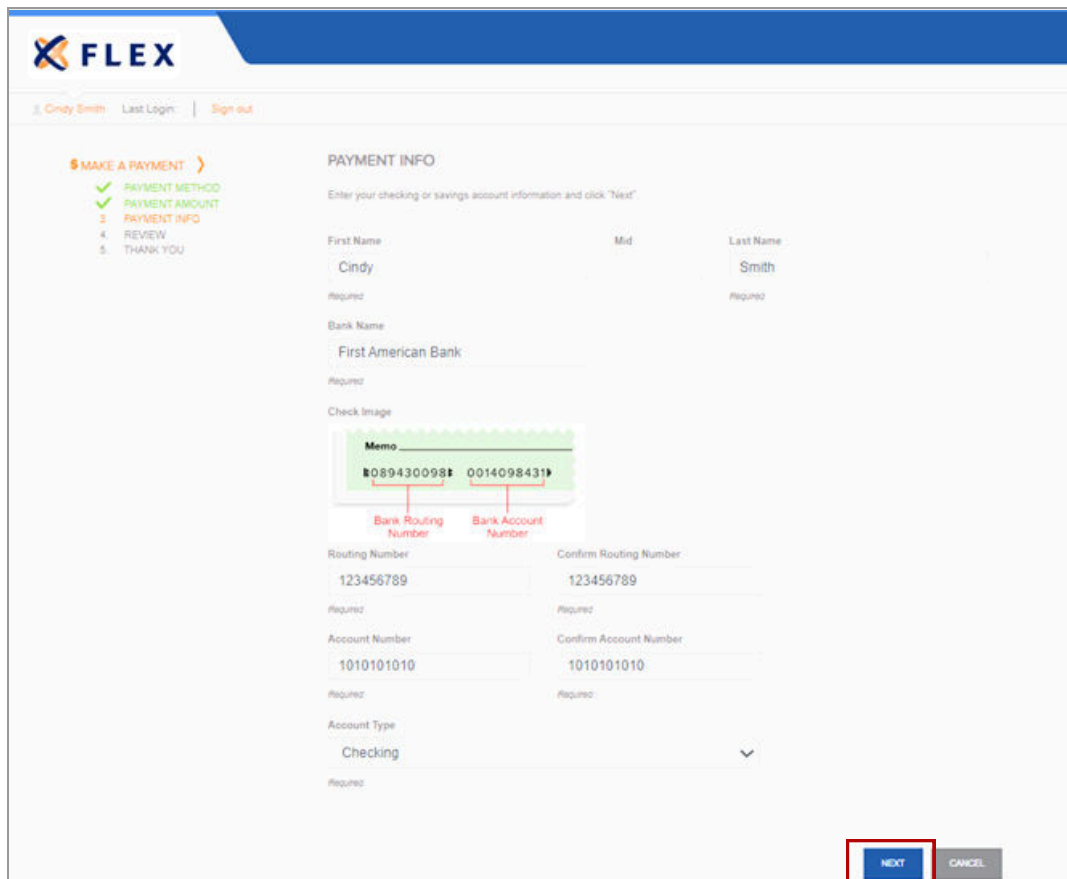
Step 3:

Select **Pay full amount for the Next Premium Month Due** and click **Next**.



Step 4:

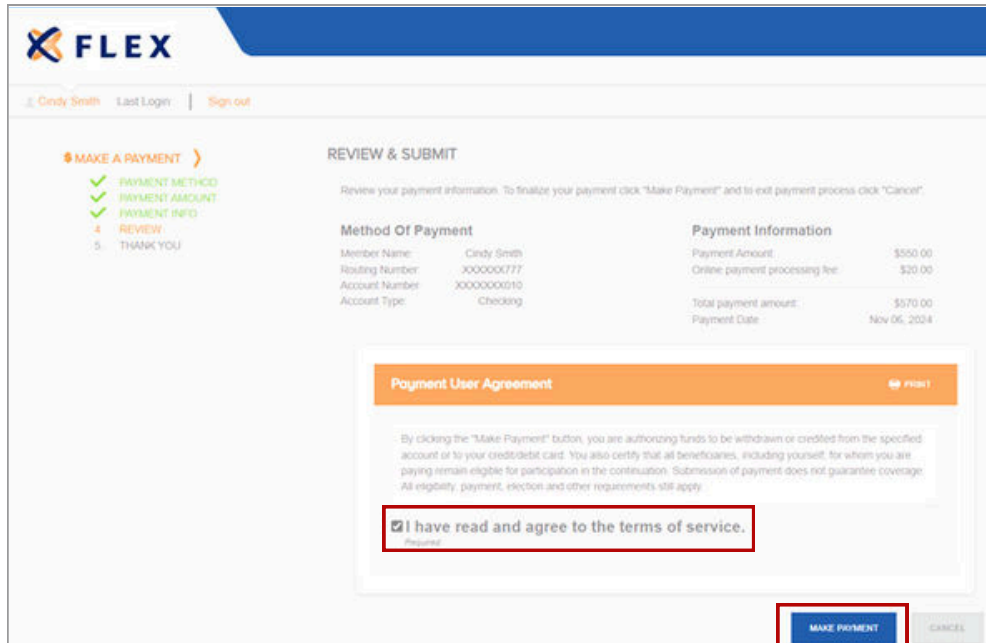
Add your banking information as requested and click **NEXT**.



Questions? Call us at 866-847-8774

Step 5:

Review the **Payment User Agreement**, check the box to agree to the **Terms of Service**, and click **Make Payment**.



FLEX

Cindy Smith Last Login Sign out

MAKE A PAYMENT

- PAYMENT METHOD
- PAYMENT AMOUNT
- PAYMENT INFO
- REVIEW**
- THANK YOU

REVIEW & SUBMIT

Review your payment information. To finalize your payment click "Make Payment", and to exit payment process click "Cancel".

Method Of Payment	
Member Name:	Cindy Smith
Routing Number:	XXXXXX777
Account Number:	XXXXXXXX010
Account Type:	Checking

Payment Information	
Payment Amount:	\$550.00
Online payment processing fee:	\$20.00
Total payment amount:	\$570.00
Payment Date:	Nov 06, 2024

Payment User Agreement

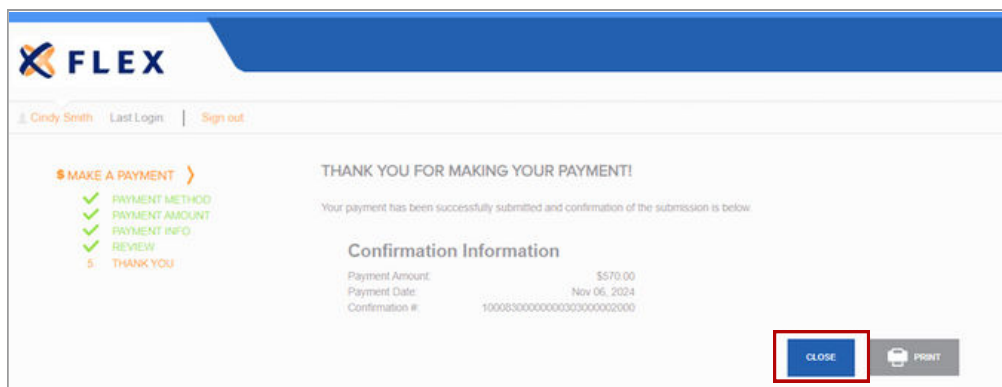
By clicking the "Make Payment" button, you are authorizing funds to be withdrawn or credited from the specified account or to your credit/debit card. You also certify that all beneficiaries, including yourself, for whom you are paying remain eligible for participation in the continuation. Submission of payment does not guarantee coverage. All eligibility, payment, election and other requirements still apply.

☒ I have read and agree to the terms of service.

MAKE PAYMENT CANCEL

Step 6:

You will receive payment confirmation as indicated in the screenshot below. Click **Close**.



FLEX

Cindy Smith Last Login Sign out

MAKE A PAYMENT

- PAYMENT METHOD
- PAYMENT AMOUNT
- PAYMENT INFO
- REVIEW
- THANK YOU**

THANK YOU FOR MAKING YOUR PAYMENT!

Your payment has been successfully submitted and confirmation of the submission is below.

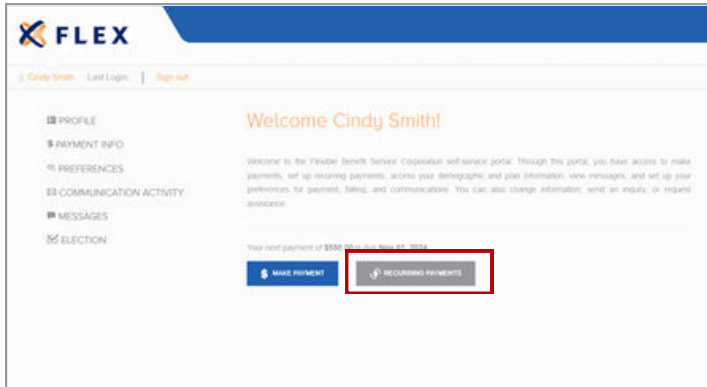
Confirmation Information

Payment Amount:	\$570.00
Payment Date:	Nov 06, 2024
Confirmation #:	10008300000000303000002000

CLOSE **PRINT**

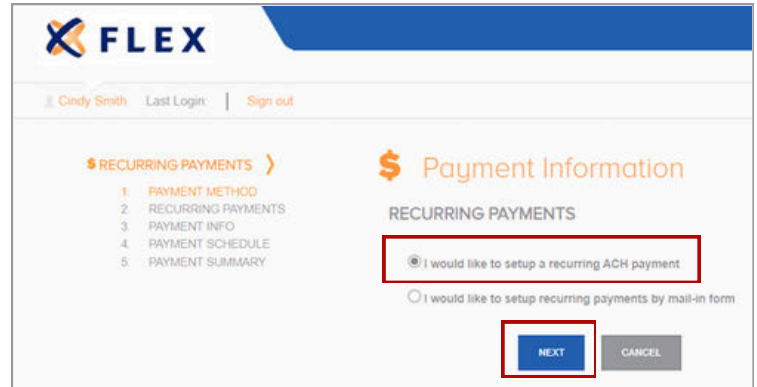
Step 7:

To set up Recurring Payments, select **Recurring Payments**.



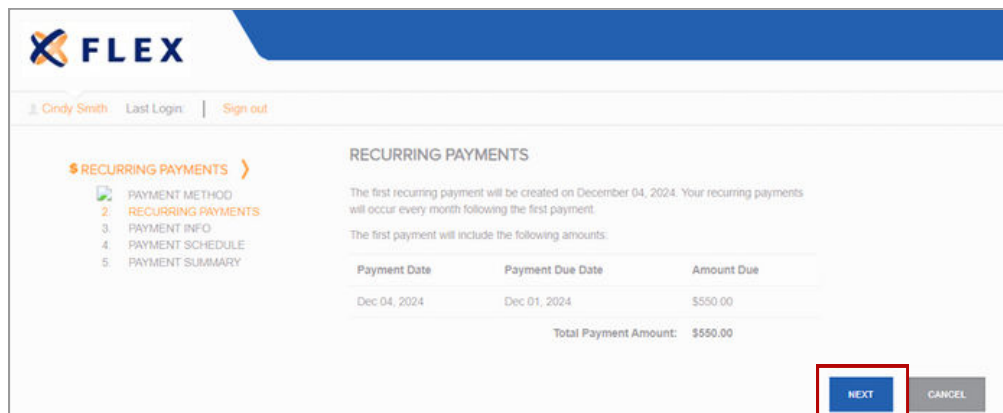
Step 8:

Select **I would like to set up a recurring ACH payment** and click **NEXT**.



Step 9:

Review your payment information and click **NEXT**.



Step 10:

Review your **Recurring Payment Schedule** and click **NEXT**.

RECURRING PAYMENTS

✓ PAYMENT METHOD

✓ RECURRING PAYMENTS

✓ PAYMENT INFO

4 PAYMENT SCHEDULE

5 PAYMENT SUMMARY

RECURRING PAYMENT SCHEDULE

Your first recurring payment scheduled for December 04, 2024 will be in the amount of \$550.00.

RECURRING PAYMENT SCHEDULE

Payment Date	Payment Due Date	Amount Due
Dec 04, 2024	Dec 01, 2024	\$550.00
Jan 03, 2025	Jan 01, 2025	\$550.00
Feb 04, 2025	Feb 01, 2025	\$550.00
Mar 04, 2025	Mar 01, 2025	\$550.00
Apr 04, 2025	Apr 01, 2025	\$550.00
May 02, 2025	May 01, 2025	\$550.00
Jun 04, 2025	Jun 01, 2025	\$550.00
Jul 04, 2025	Jul 01, 2025	\$550.00
Aug 04, 2025	Aug 01, 2025	\$550.00
Sep 04, 2025	Sep 01, 2025	\$550.00

Page 1 of 3

NEXT

CANCEL

Step 11:

Review your **Recurring User Agreement**, check the box to agree to the **Terms of Service**, and click **SUBMIT**.

RECURRING PAYMENTS

✓ PAYMENT METHOD

✓ RECURRING PAYMENTS

✓ PAYMENT INFO

✓ PAYMENT SCHEDULE

5 PAYMENT SUMMARY

RECURRING PAYMENT SUMMARY

To finalize the setup of your recurring payments, please review the payment information below and click "SUBMIT". In order for the first and subsequent recurring payments to be processed, the account must be paid through the current period at the time the recurring payment is setup. This can be done by mailing a check or money order or making a one-time online checking/savings or credit/debit payment. Please be sure to confirm when your recurring payment will begin before stopping other payment methods to ensure you remain current.

Method Of Payment

Member Name: Cindy Smith
Bank Name: First American Bank
Account Holder Name: Cindy Smith
Routing Number: XXXXXX777
Account Number: XXXXXX789
Account Type: Checking

Recurring Payment User Agreement

I authorize Flexible Benefit Service Corporation ("Company") to initiate a debit from my checking or savings account or a charge to my debit or credit card ("payment transaction") for my recurring scheduled payment agree that the payment transactions I am authorizing comply with applicable law. If the required premium payment changes for any reason, this authorization may be automatically amended to authorize a payment transaction of the amount equal to the new required premium payment plus any additional service fees. If any however, my account must be fully paid for payment transactions to continue pursuant to this authorization. If changes are made to my plan (including, without limitation, a change in my first day of coverage) or any other event occurs resulting in a reallocation of said payments, Company may suspend any recurring scheduled.

☐ I have read and agree to the terms of service.

SUBMIT

CANCEL