



Participant User Guide

What participants need to know about
using myflexaccount.com

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Getting started

The participant web site can be accessed at:

www.myflexaccount.com

Registration

Step 1. If this is your first time accessing myflexaccount.com, simply click the register button atop the right corner of the home screen (as shown to the right).



Step 2. After clicking the register button, complete the registration form (as shown below). Create your own username and password. Enter the required demographic information. You can obtain your employee ID and employer ID from your account administrator.

The standard employee ID provided by the administrator is your first initial +last name+ last 4 digits of SSN

Example: John Smith= **jsmith1234**

If you do not know what your employee or employer ID is, please contact our customer service team at **888-345-7990**.

Before clicking Next, be sure to view and accept the terms of use.

To register with this site, you must have an **Employee ID** and a **Registration ID**, which is either your Employer's Employer ID or your Benefit Debit Card Number.

STEP 1 > STEP 2 > STEP 3 > STEP 4

Username * Username must be between 6 and 12 characters long alphanumeric value

Password * A valid password must contain between 8 and 16 characters. A password must contain 3 of the following types of characters:
• AN UPPER CASE LETTER
• Lower case letter
• Special Character (% , !, @, etc.)
• A number

Confirm Password * A password cannot contain:
• The same character repeating 3 or more times
• The word "password"
• The username
• Spaces

First Name *

Initial

Last Name *

Email *

Registration ID * Employer ID

Employee ID *

I accept [Terms of Use](#)

Step 3. Next you will be prompted to choose four security questions to answer. Click **Next** when completed.

Register - Secure Authentication

STEP 1 > **STEP 2** > STEP 3 > STEP 4

Select Question 1 *

What is your grandfather's middle name (your father's f)

Type your answer here

Please use the following list to choose four questions which are relevant to you and then enter answers to those questions. These questions may be asked during the sign on process to confirm that an authorized individual can access account information online.

Select Question 2 *

In which city was your mother born?

Type your answer here

Select Question 3 *

What is the first name of the eldest of your cousins (from

Type your answer here

Select Question 4 *

In what city did you honeymoon?

Type your answer here

NEXT CANCEL

Step 4. For this step, confirm your email address. Click **Next**.

First Name: Angela

Last Name: White

✉ Confirm Email *: awhite@noreply.com

The email address entered is used for security encryption only. It is not used for solicitation purposes.

NEXT CANCEL

Step 5. Verify your information below and click **Submit**.

Register - Secure Authentication

STEP 1 > STEP 2 > STEP 3 > **STEP 4**

ⓘ Your setup information has not yet been submitted. Please verify your information below and enter your password before clicking Submit Setup Information. If you need to make a change before submitting, click the appropriate Change Information link.

Questions and Answers

Question 1  **EDIT INFO**
What is your grandfather's middle name (your father's father)?
flex

Question 2
In which city was your mother born?
flex

Question 3
What is the first name of the eldest of your cousins (from your father's side)?
flex

Question 4
In what city did you honeymoon?
flex

Personal Information

First Name	Angela	 EDIT INFO
Last Name	White	
Email	awhite@noreply.com	

 **SUBMIT**  **CANCEL**

Step 6. You will receive a message that your registration process has been completed. Click **Done** to proceed.

 **Success**
You have successfully completed the registration process

The next time you sign on to access your account information you will be asked to provide your **username** and **password**

ⓘ To protect your personal information you may occasionally be required to complete additional authentication

 **DONE**

Your First Sign In

After registering, for all subsequent logins you can click the **Sign in** link in the upper right corner of the home page or by clicking the Account Holder sign in from the home page

You will be prompted to enter your username, two of your four security questions, and your password.



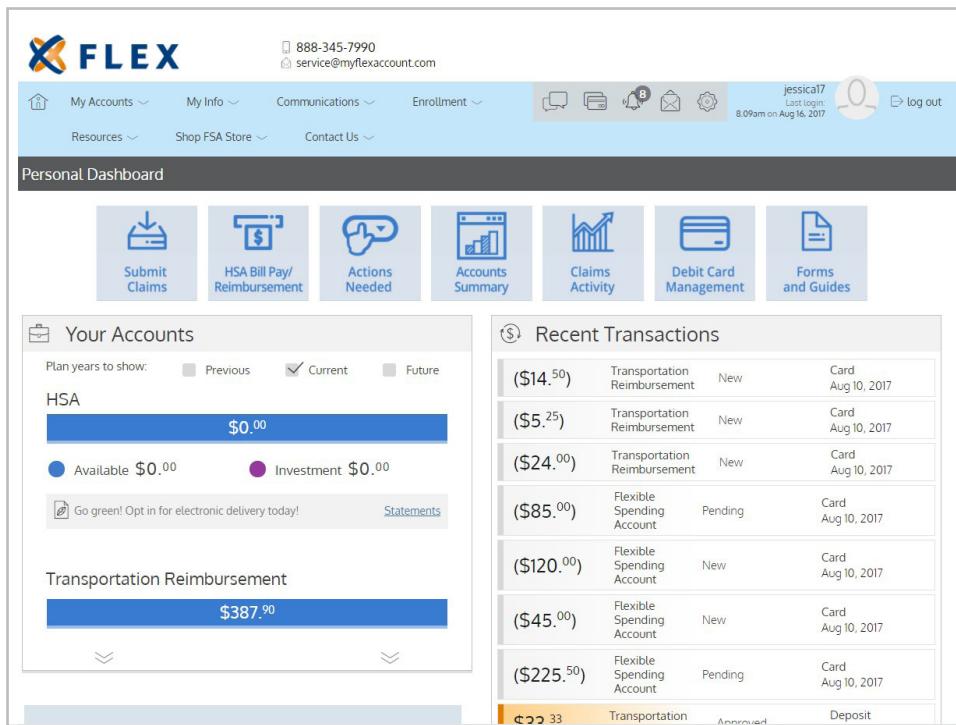
Website Overview

Personal Dashboard

The **Personal Dashboard** offers easy access to your account information and allows you to manage your benefit accounts. By clicking the quick link, you can submit & track claims, attach receipts to pending claims, view your account summary and claim activity, manage your debit card (if applicable), and view forms & guides.

- **Your Accounts** - provides at-a-glance account information such as account balance, plan dates, and other important details pertaining to your benefit accounts

- **Recent Transactions** - displays the 10 most recent transactions for the selected account



The screenshot shows the myFLEX Personal Dashboard. At the top, there is a navigation bar with links for My Accounts, My Info, Communications, Enrollment, Resources, Shop FSA Store, and Contact Us. On the right, there is a user profile for 'jessical7' with a last login timestamp of '8:09am on Aug 16, 2017' and a log out link. Below the navigation bar is a 'Personal Dashboard' section with several icons: Submit Claims, HSA Bill Pay/Reimbursement, Actions Needed, Accounts Summary, Claims Activity, Debit Card Management, and Forms and Guides. The main content area is divided into two sections: 'Your Accounts' on the left and 'Recent Transactions' on the right.

Your Accounts section:

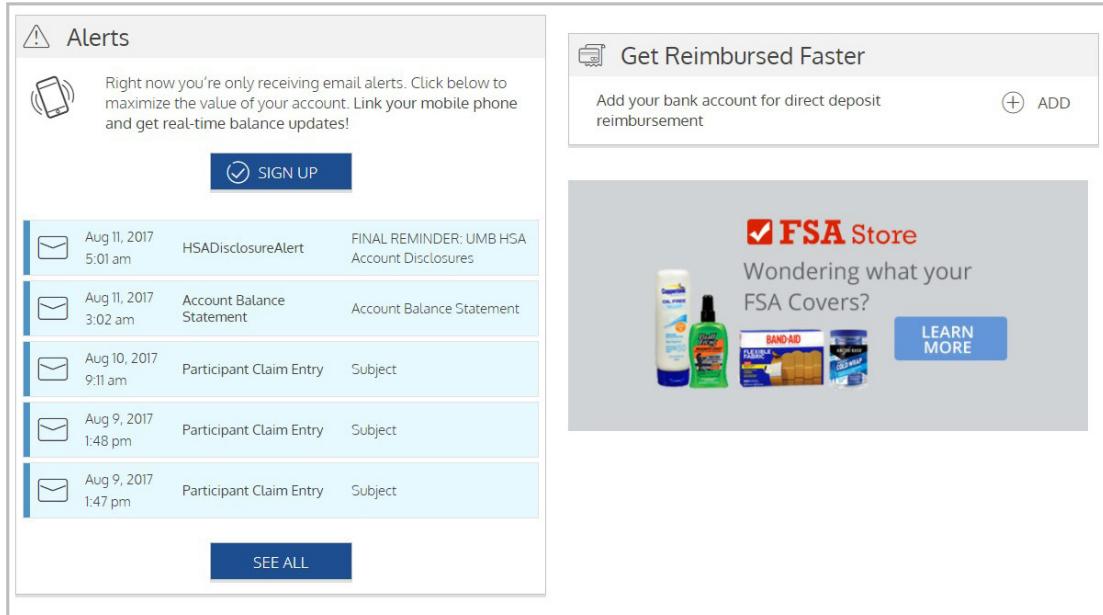
- Plan years to show: Previous, Current (checked), Future
- HSA:** \$0.00
 - Available: \$0.00
 - Investment: \$0.00
- Transportation Reimbursement:** \$387.90

Recent Transactions section:

Amount	Type	Status	Card
(\$14.50)	Transportation Reimbursement	New	Aug 10, 2017
(\$5.25)	Transportation Reimbursement	New	Aug 10, 2017
(\$24.00)	Transportation Reimbursement	New	Aug 10, 2017
(\$85.00)	Flexible Spending Account	Pending	Aug 10, 2017
(\$120.00)	Flexible Spending Account	New	Aug 10, 2017
(\$45.00)	Flexible Spending Account	New	Aug 10, 2017
(\$225.50)	Flexible Spending Account	Pending	Aug 10, 2017
(\$22.33)	Transportation	Approved	Deposit

- **Alerts** - displays of messages, emails, SMS text messages, and other alerts that are specific to you and your benefit accounts. This includes balance alerts, enrollment confirmations, address change verifications, and other such communications listed.

- Click **Sign Up** to register your mobile number to receive text alerts



The screenshot shows the myFLEX Alerts and FSA Store sections. The Alerts section on the left shows a list of recent emails:

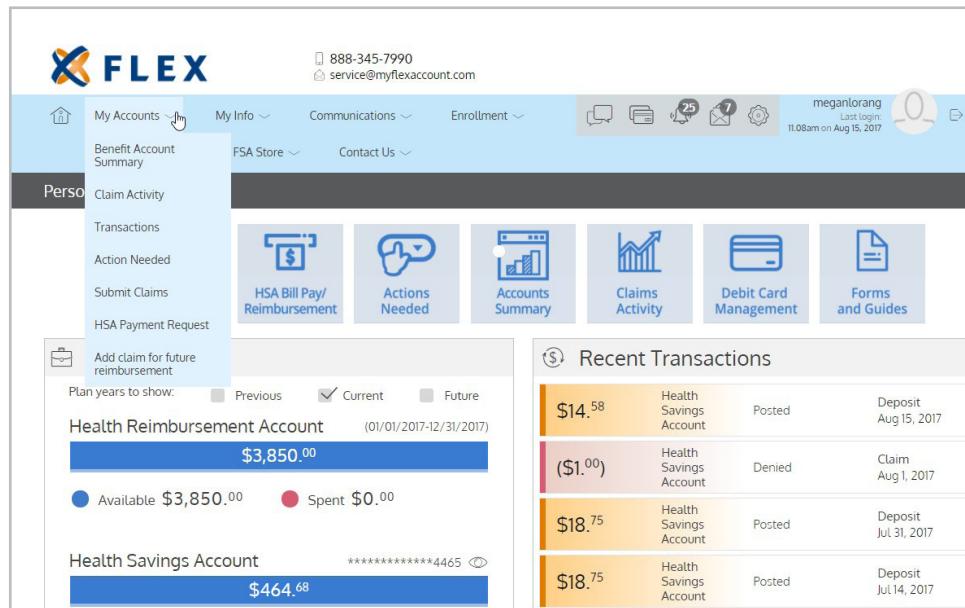
- Aug 11, 2017 5:01 am: HSADisclosureAlert - FINAL REMINDER: UMB HSA Account Disclosures
- Aug 11, 2017 3:02 am: Account Balance Statement - Account Balance Statement
- Aug 10, 2017 9:11 am: Participant Claim Entry - Subject
- Aug 9, 2017 1:48 pm: Participant Claim Entry - Subject
- Aug 9, 2017 1:47 pm: Participant Claim Entry - Subject

Below the list is a 'SEE ALL' button. The FSA Store section on the right shows a list of items covered by an FSA account:

- Checkmark icon: FSA Store
- Wondering what your FSA Covers?
- Image of various FSA-eligible products: lotion, mouthwash, band-aids, and cold medicine.
- Learn More button

My Accounts

The My Accounts tab is where you access basic account information and manage all of your benefit accounts. You can view your benefit account summary, claim activity, transactions, items that need action, submit claims, or enter claims for future reimbursement.



The screenshot shows the MyFlex account management interface. The 'My Accounts' tab is selected in the top navigation bar. The main content area displays two benefit account summaries: 'Health Reimbursement Account' with a balance of \$3,850.00 and 'Health Savings Account' with a balance of \$464.68. Below these are sections for 'Recent Transactions' and 'Action Needed'. A sidebar on the left provides links for 'Benefit Account Summary', 'Claim Activity', 'Transactions', 'Action Needed', 'Submit Claims', 'HSA Payment Request', and 'Add claim for future reimbursement'. The top right corner shows user information: 'meganlorang', 'Last login: 11:08am on Aug 15, 2017', and a 'log out' link.

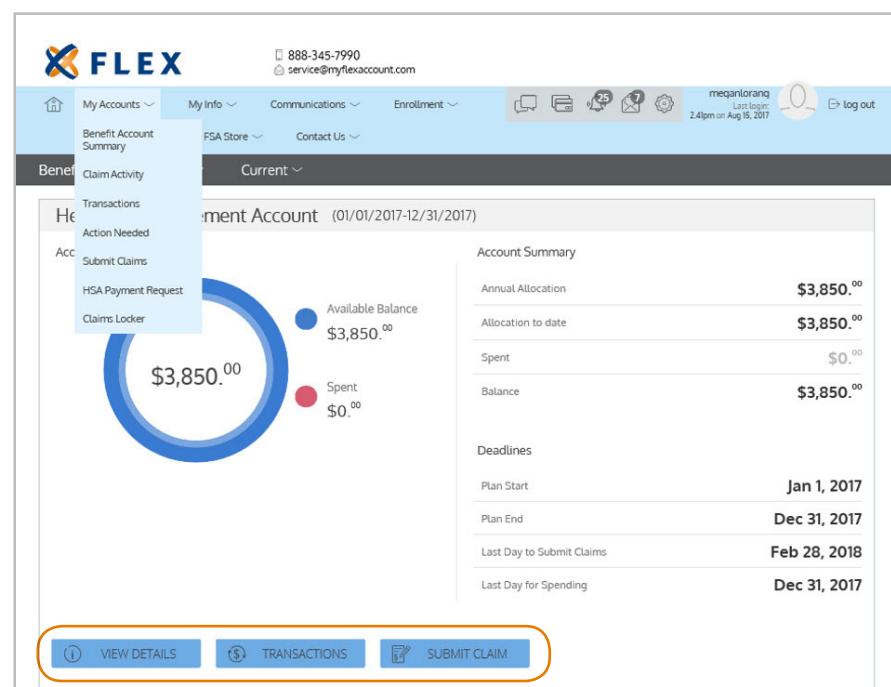
Benefit Account Summary

The Benefit Account Summary page provides at-a-glance account information such as account balance, plan dates, and other important details pertaining to your benefits accounts.

Use the dropdown menu to select the plan year and accounts displayed on this page.

To view all available information on a specific benefit account, click the View Details button.

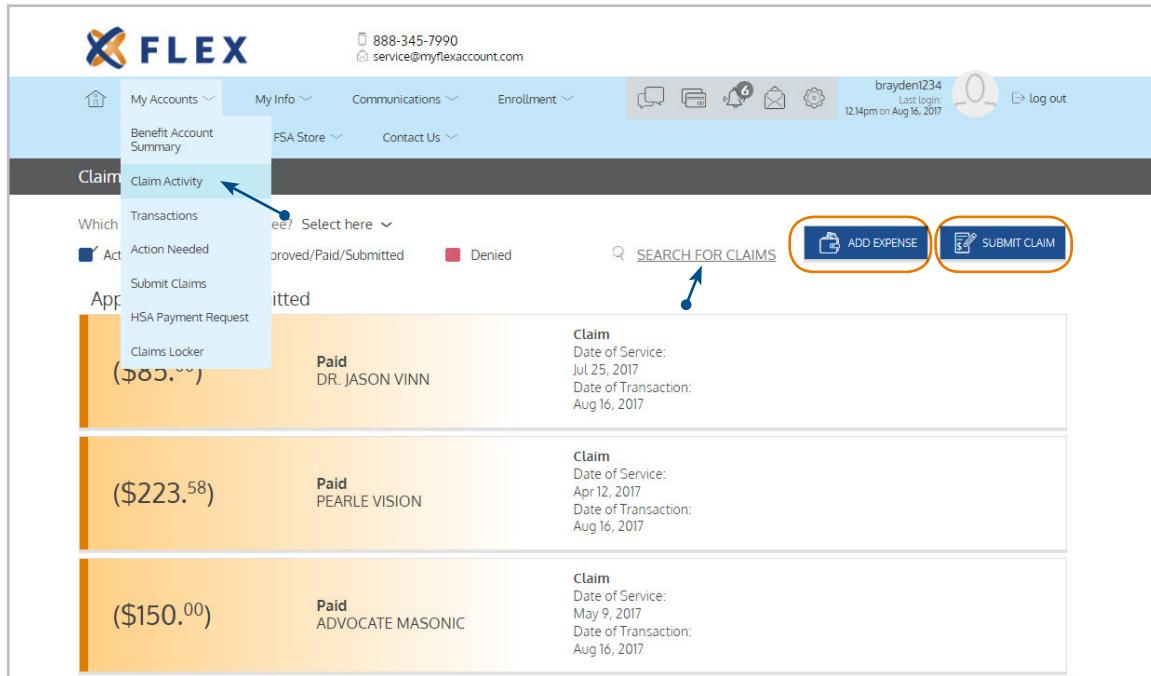
This takes you to the Benefit Account Details page for that account. You can also click the Transactions button to view the most recent transactions or the Submit Claim button to submit a claim for reimbursement (as shown at the bottom of the page).



The screenshot shows the Benefit Account Details page for the 'Health Reimbursement Account'. The page features a large circular progress bar with a blue circle representing the 'Available Balance' of \$3,850.00 and a red circle representing the 'Spent' amount of \$0.00. To the right of the bar is an 'Account Summary' table and a 'Deadlines' table. At the bottom are three buttons: 'VIEW DETAILS', 'TRANSACTIONS', and 'SUBMIT CLAIM'. The top navigation bar is identical to the one in the previous screenshot, showing the 'My Accounts' tab as selected.

Claim Activity

The Claim Activity page displays your claims that require action, are approved/paid/submitted, and your year to date spending. You can click the Search for Claims button to search for claims by a specified date range or claim amount. You can also Add Expense for future reimbursement or Submit Claim for immediate reimbursement.



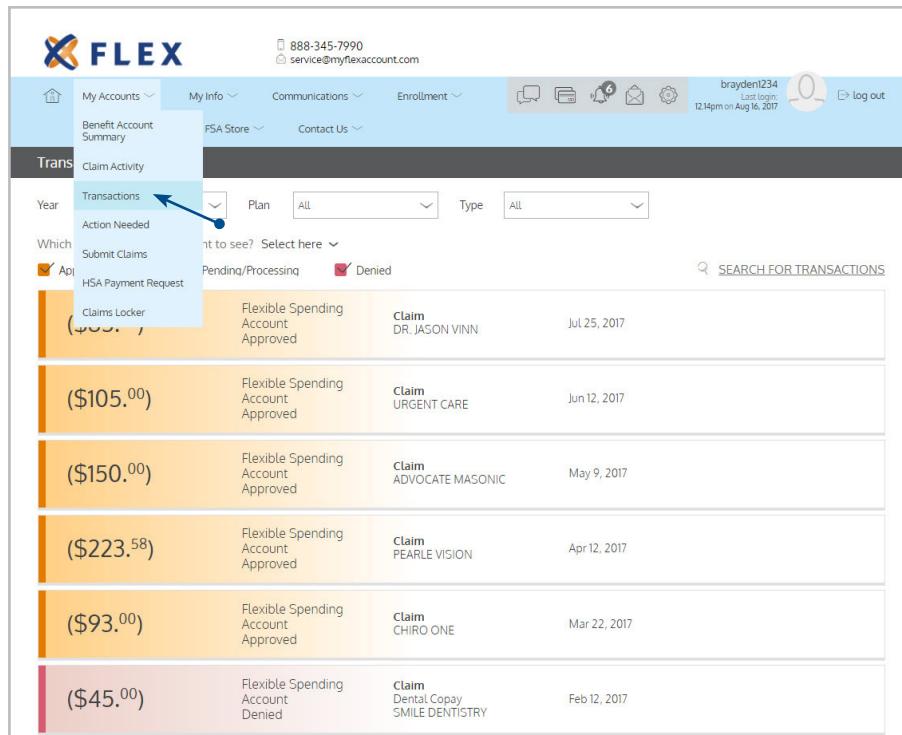
The screenshot shows the 'Claim Activity' section of the MyFLEX website. The top navigation bar includes links for 'My Accounts', 'My Info', 'Communications', 'Enrollment', and various icons for messaging and notifications. The user is logged in as 'brayden234' with a last login of '12:14pm on Aug 16, 2017'. The 'Claim Activity' menu is open, showing options like 'Transactions', 'Action Needed', 'Submit Claims', and 'HSA Payment Request'. The main content area displays three claims:

- DR. JASON VINN** (Paid) - Date of Service: Jul 25, 2017; Date of Transaction: Aug 16, 2017
- PEARLE VISION** (Paid) - Date of Service: Apr 12, 2017; Date of Transaction: Aug 16, 2017
- ADVOCATE MASONIC** (Paid) - Date of Service: May 9, 2017; Date of Transaction: Aug 16, 2017

At the bottom right of the page are two buttons: 'ADD EXPENSE' and 'SUBMIT CLAIM', both of which are highlighted with orange circles and arrows pointing to them.

Transactions

As shown below, this section displays the 10 most recent transactions for the selected account. The transaction status updates in real time as claims are processed.

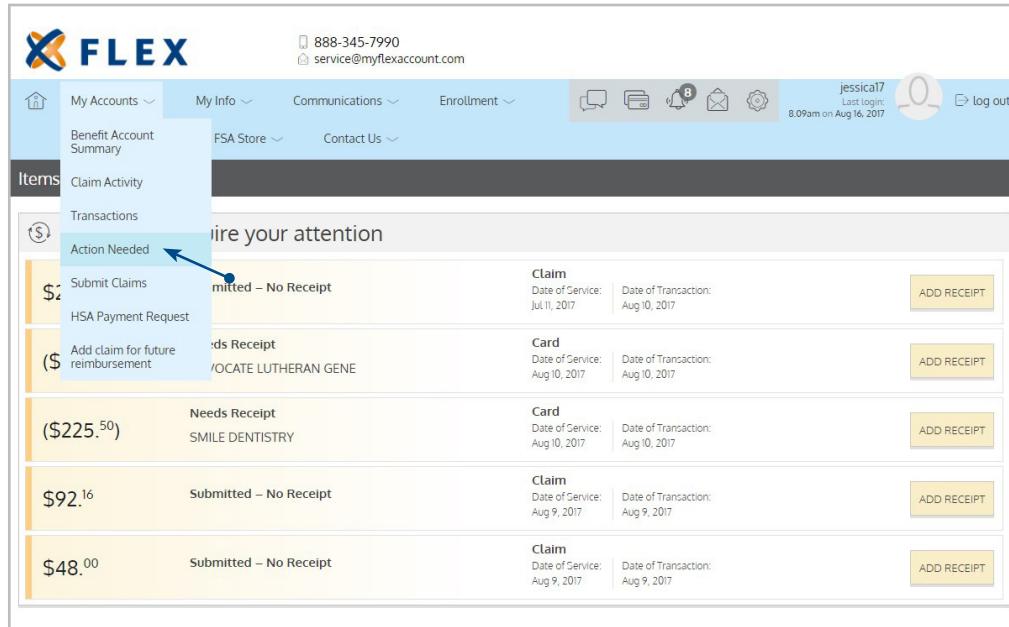


The screenshot shows the 'Transactions' section of the MyFLEX website. The top navigation bar and user information are identical to the 'Claim Activity' page. The 'Transactions' menu is open, showing options like 'Year', 'Action Needed', 'Submit Claims', and 'HSA Payment Request'. The main content area displays ten transactions:

Amount	Type	Claim	Date
(\$45.00)	Flexible Spending Account Approved	DR. JASON VINN	Jul 25, 2017
(\$105.00)	Flexible Spending Account Approved	URGENT CARE	Jun 12, 2017
(\$150.00)	Flexible Spending Account Approved	ADVOCATE MASONIC	May 9, 2017
(\$223.58)	Flexible Spending Account Approved	PEARLE VISION	Apr 12, 2017
(\$93.00)	Flexible Spending Account Approved	CHIRO ONE	Mar 22, 2017
(\$45.00)	Flexible Spending Account Denied	Dental Copay SMILE DENTISTRY	Feb 12, 2017
(\$105.00)	Flexible Spending Account Approved	ADVOCATE MASONIC	May 9, 2017
(\$150.00)	Flexible Spending Account Approved	ADVOCATE MASONIC	May 9, 2017
(\$223.58)	Flexible Spending Account Approved	PEARLE VISION	Apr 12, 2017
(\$93.00)	Flexible Spending Account Approved	CHIRO ONE	Mar 22, 2017

Action Needed

In the Action Needed section, the page will display the items that require your attention. You will have the option to directly add receipts to any action items from this page.



The screenshot shows the myFLEX account dashboard. In the top right, there is a user profile for 'jessica17' with a last login of '8.09am on Aug 16, 2017' and a 'log out' button. The main content area is titled 'Items' and shows a list of 'Action Needed' items. Each item includes a dollar amount, a description, a 'Claim' section with service and transaction dates, and an 'ADD RECEIPT' button. The 'Action Needed' section is highlighted with a blue box and an arrow points to the 'ADD RECEIPT' button for the first item.

Amount	Description	Claim	ADD RECEIPT
\$25.00	Submitted – No Receipt	Date of Service: Jul 11, 2017 Date of Transaction: Aug 10, 2017	ADD RECEIPT
\$92.16	Submitted – No Receipt	Date of Service: Aug 10, 2017 Date of Transaction: Aug 10, 2017	ADD RECEIPT
\$48.00	Submitted – No Receipt	Date of Service: Aug 9, 2017 Date of Transaction: Aug 9, 2017	ADD RECEIPT

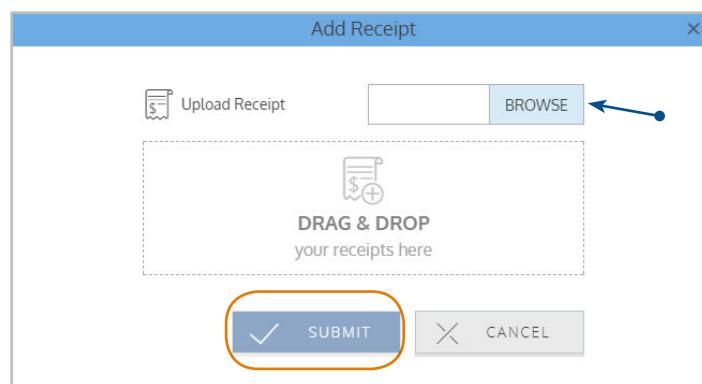
To upload a receipt to a pending claim, follow these simple instructions.

Step 1. Click the **Add Receipt** button.



The screenshot shows a list of items requiring attention. One item is highlighted with a blue box and an arrow points to the 'ADD RECEIPT' button. The item details are: Amount '\$25.00', Description 'Submitted – No Receipt', and Claim details 'Date of Service: Jul 11, 2017 | Date of Transaction: Aug 10, 2017'.

Step 2. Click the choose Browse button, and navigate to the receipt file or Drag & Drop a file.

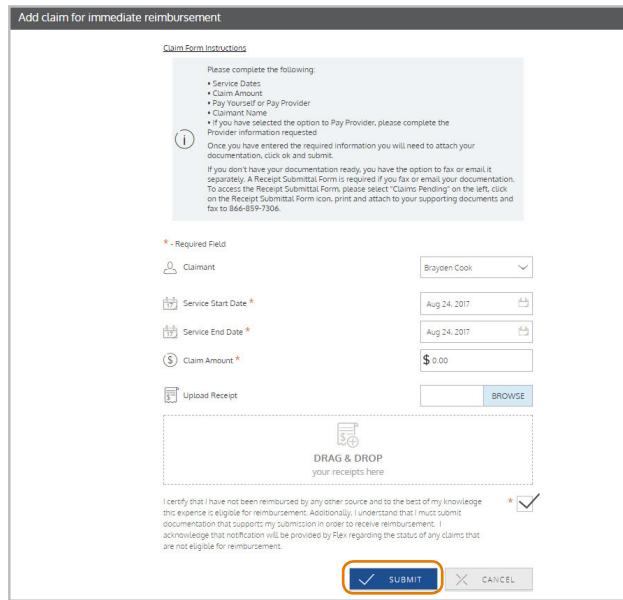


The screenshot shows the 'Add Receipt' dialog box. It has a 'Upload Receipt' input field with a 'BROWSE' button, a 'DRAG & DROP' area with the placeholder 'your receipts here', and 'SUBMIT' and 'CANCEL' buttons. The 'SUBMIT' button is highlighted with an orange oval.

Step 3. Once you have selected the receipt file you wish to upload, click **Submit**.

Submit Claims

Use this page to submit a request for reimbursement electronically. Complete the claim form. Items with an asterisk (*) are required. Be sure to add a receipt file if you have one. You can also drag and drop receipts into the designated area. When complete, make sure to click on the check box to acknowledge the terms and conditions and click the **Submit** button.



Add claim for immediate reimbursement

Claim Form Instructions

Please complete the following:

- Service Dates
- Claim Amount
- Claimant or Pay Provider
- Comments
- If you have selected the option to Pay Provider, please complete the Provider information. Once you have entered the required information you will need to attach your documentation, click ok and submit.
- If you don't have your documentation ready you have the option to fax or email it separately. A Receipt Submittal Form is required if you fax or email your documentation. To access the Receipt Submittal Form, please select "Claim Pending" on the left, click on the Receipt Submittal Form icon, print and attach to your supporting documents and fax to 866-859-7306.

* - Required Field

Claimant: Brayden Cook

Service Start Date: Aug 24, 2017

Service End Date: Aug 24, 2017

Claim Amount: \$ 0.00

Upload Receipt: BROWSE

DRAG & DROP your receipts here

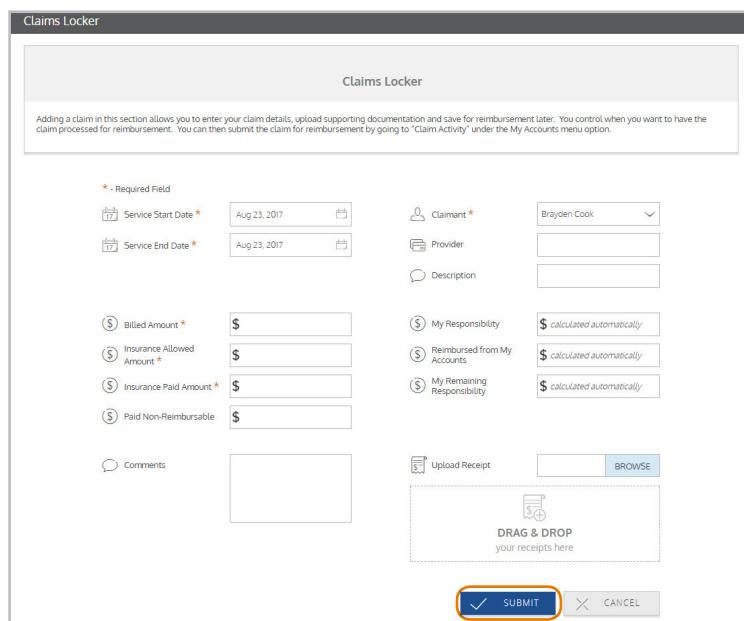
I certify that I have not been reimbursed by any other source and to the best of my knowledge this expense is eligible for reimbursement. Additionally, I understand that I must submit documentation to my insurance company in order to receive reimbursement. I acknowledge that notification will be provided by Fax regarding the status of any claims that are not eligible for reimbursement.

SUBMIT **CANCEL**

Claims Locker

Adding a claim in this section allows you to enter your claim details, upload supporting documentation and save for reimbursement later. You control when you want to have the claim processed for reimbursement. You can then submit the claim for reimbursement by going to **"Claim Activity"** under the My Accounts menu option.

Complete the claim form. Items with an asterisk (*) are required. Be sure to add a receipt file if you have one. You can also drag and drop receipts into the designated area.



Claims Locker

Adding a claim in this section allows you to enter your claim details, upload supporting documentation and save for reimbursement later. You control when you want to have the claim processed for reimbursement. You can then submit the claim for reimbursement by going to "Claim Activity" under the My Accounts menu option.

* - Required Field

Service Start Date: Aug 23, 2017

Service End Date: Aug 23, 2017

Claimant: Brayden Cook

Provider:

Description:

Billed Amount: \$

Insurance Allowed Amount: \$

Insurance Paid Amount: \$

Paid Non-Reimbursable: \$

Comments:

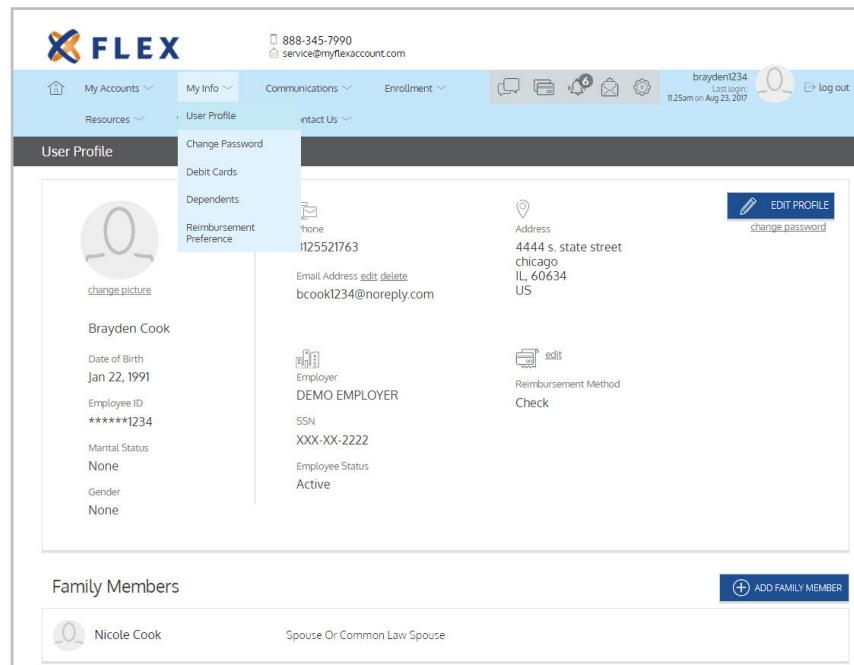
Upload Receipt: BROWSE

DRAG & DROP your receipts here

SUBMIT **CANCEL**

My Info

The **My Info** tab is where you can view and edit your profile summary, update your password, manage your debit card (if applicable), view and add dependents, and update your reimbursement preference.



888-345-7990
service@myflexaccount.com

brayden1234
Last login: 11:25am on Aug 23, 2017

log out

My Accounts My Info Communications Enrollment

Resources User Profile Contact Us

User Profile Change Password Debit Cards

Dependents Reimbursement Preference

Brayden Cook

Date of Birth: Jan 22, 1991
Employee ID: *****1234
Marital Status: None
Gender: None

Address: 4444 s. state street, Chicago, IL, 60634, US

Phone: 1234567890
Email Address: bcook1234@noreply.com

Employer: DEMO EMPLOYER
SSN: XXX-XX-2222
Employee Status: Active

Reimbursement Method: Check

EDIT PROFILE change password

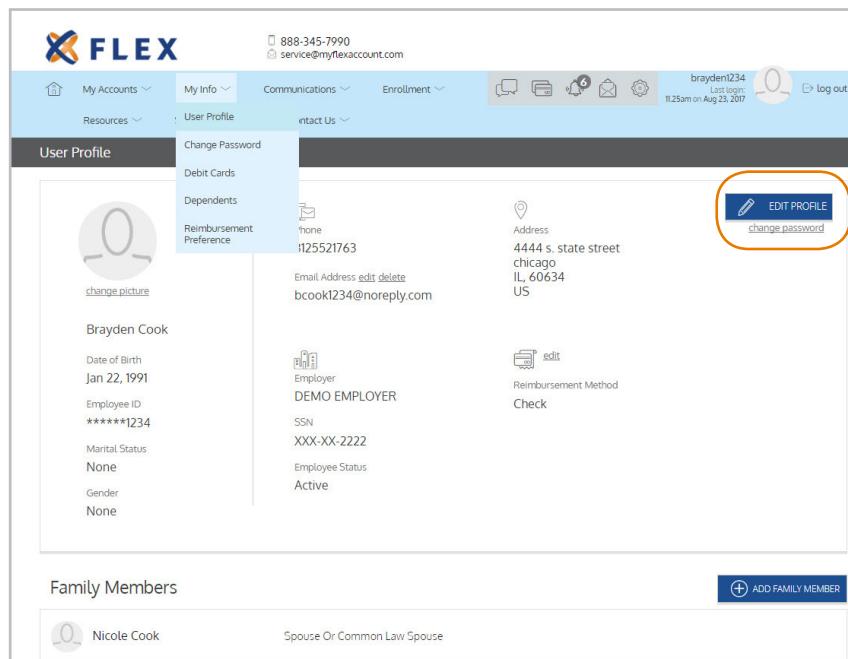
Family Members

Nicole Cook Spouse Or Common Law Spouse

ADD FAMILY MEMBER

User Profile

On the User Profile page, you can view or edit your demographic information, update your reimbursement method (if applicable), and add dependent information.



888-345-7990
service@myflexaccount.com

brayden1234
Last login: 11:25am on Aug 23, 2017

log out

My Accounts My Info Communications Enrollment

Resources User Profile Contact Us

User Profile Change Password Debit Cards

Dependents Reimbursement Preference

Brayden Cook

Date of Birth: Jan 22, 1991
Employee ID: *****1234
Marital Status: None
Gender: None

Address: 4444 s. state street, Chicago, IL, 60634, US

Phone: 1234567890
Email Address: bcook1234@noreply.com

Employer: DEMO EMPLOYER
SSN: XXX-XX-2222
Employee Status: Active

Reimbursement Method: Check

EDIT PROFILE change password

Family Members

Nicole Cook Spouse Or Common Law Spouse

ADD FAMILY MEMBER

To update your profile, click on the **Edit Profile** button.

From this page you can edit your phone number, address, or provide an alternate address.

Once your edits are complete, click **Save**.

Edit Profile

Phone	3125521763
Address	
Address 1*	4444 s. state street
Address 2	
City*	chicago
State*	Illinois
ZIP*	60634
Country*	US
Alternate Address	
Address 1*	4444 s. state street
Address 2	
City*	chicago
State*	Illinois
ZIP*	60634
Country*	US

To edit other profile info (name, marital status, etc.) please contact your admin.

SAVE **CANCEL**

Change Password

If you would like to change your password at any time, you can do so from this page.

You must answer two of your secure authentication security questions.

Once you do so, click the **Next** button.

Change Password

We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Answer Security Questions To Proceed

In which city was your grandmother born (mother's mother)?

What was the first name of your first grade teacher?

NEXT **CANCEL**

You will be prompted to enter your new password.

Once you confirm the new password, click the **Submit** button.

Change Password

We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Change Password

A valid password must contain between 8 and 16 characters.
A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- Lower case letter
- Special Character (% , !, @, etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces

New Password

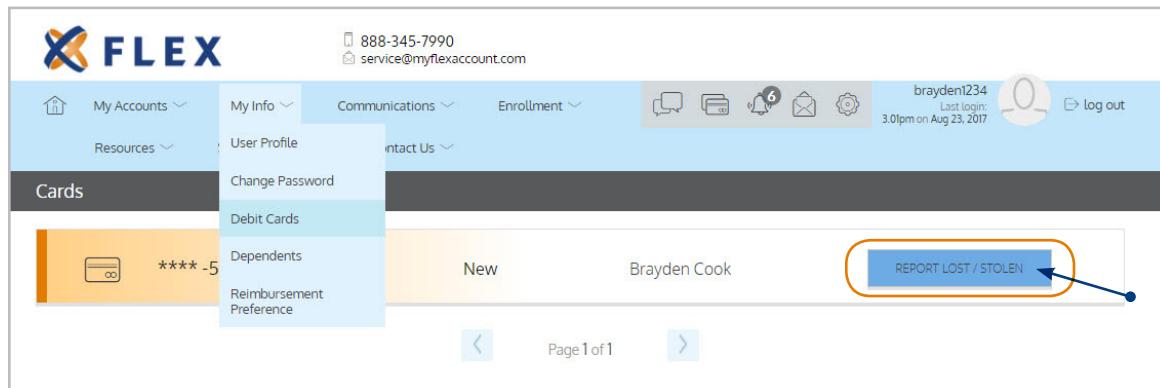
Password Strength

Confirm Password

SUBMIT **ANSWERS**

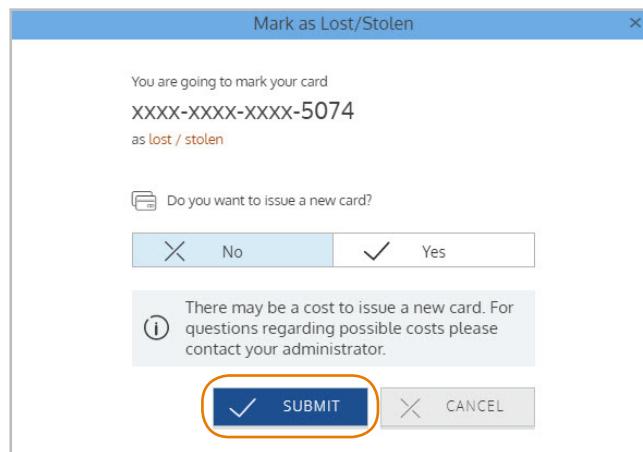
Debit Cards (if applicable)

Use this page to manage your and/or your dependents' benefit debit cards. To report your benefit debit card as lost or stolen, click the **Report Lost/Stolen** as shown below.



The screenshot shows the myFLEX account dashboard. The top navigation bar includes links for 'My Accounts', 'My Info', 'Communications', 'Enrollment', and user profile information ('brayden1234', 'Last login: 3:01pm on Aug 23, 2017', and a 'log out' link). The main content area is titled 'Cards' and shows a list of cards. One card is highlighted with an orange background and the number '**** -5'. To the right of this card, there is a 'REPORT LOST / STOLEN' button, which is circled in red with a blue arrow pointing to it from the right.

You will be prompted to confirm that you would like a new card issued. Click Yes and click the **Submit** button to complete the process.



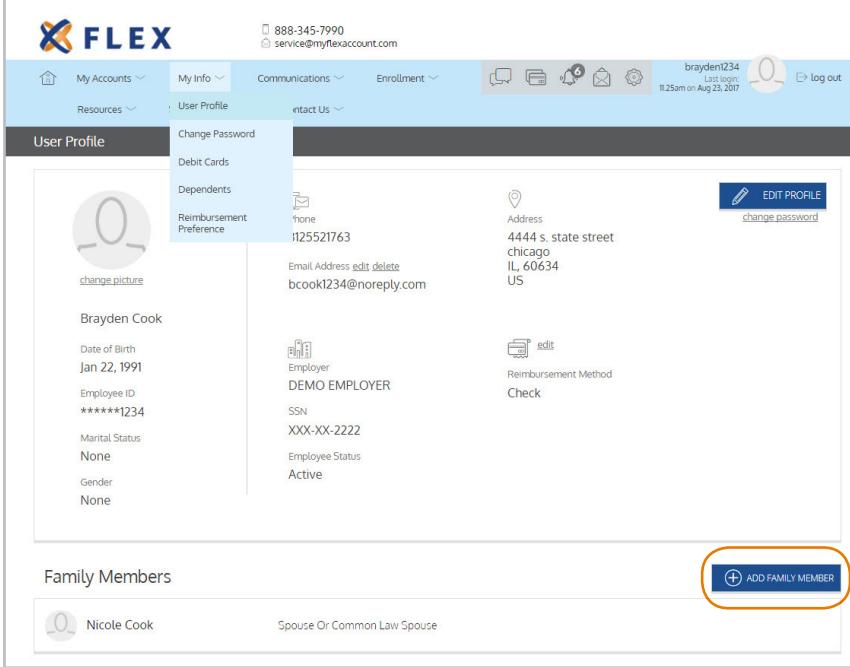
Once complete, the **Cards** page displays the original card in a Terminated status, and the new card (if requested), in a New status.



The screenshot shows the 'Cards' page with two cards listed. The first card, with the number '**** -3471', is in 'New' status and has a 'REPORT LOST / STOLEN' button. The second card, with the number '**** -9933', is in 'Terminated' status and also has a 'REPORT LOST / STOLEN' button.

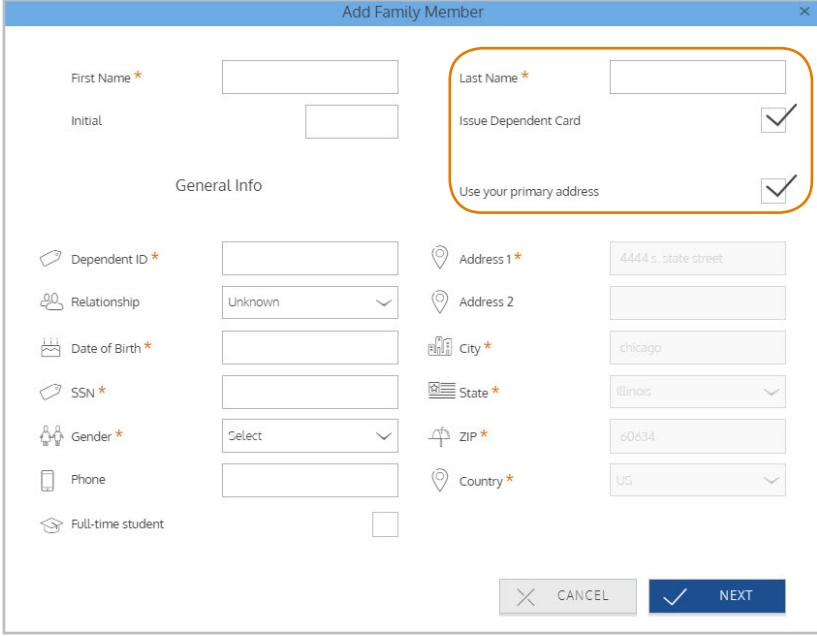
Dependents

From the **Dependents tab**, you will find demographic information for yourself and your dependents. To add a dependent, click Add Family Member in the Family Members section.



The screenshot shows the X-FLEX User Profile page. The 'Dependents' section displays a list of dependents: Nicole Cook (Spouse Or Common Law Spouse). The 'Family Members' section shows the same list. A blue box highlights the 'ADD FAMILY MEMBER' button at the bottom right of the 'Family Members' section.

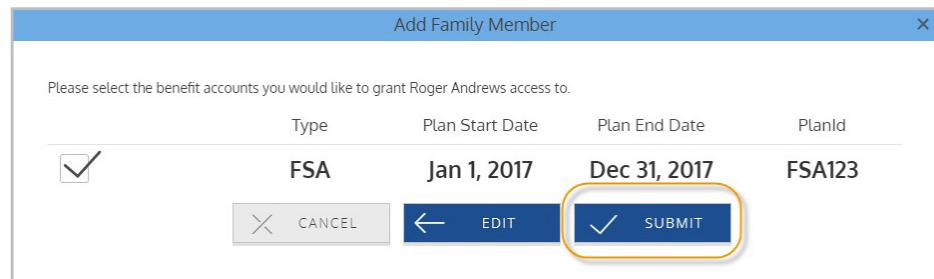
Items with an asterisk (*) are required. Be sure to check **Issue Dependent Card** (if applicable) and if a dependent card is desired. Check **Use Primary Address** if the dependent address is the same as yours. Once the section is completed, click **Next**.



The 'Add Family Member' dialog box is shown. The 'General Info' section is highlighted with an orange box. The 'Issue Dependent Card' and 'Use your primary address' checkboxes are checked. Other fields include First Name, Last Name, Dependent ID, Relationship, Date of Birth, SSN, Gender, Phone, and Full-time student status. Buttons at the bottom are CANCEL and NEXT.

Select the benefit accounts to link to your dependent by checking the appropriate checkboxes, then click **Submit**.

***Please note, a benefit account must be selected for that dependent to be able to utilize their debit card (if applicable).**



Type	Plan Start Date	Plan End Date	PlanId
<input checked="" type="checkbox"/> FSA	Jan 1, 2017	Dec 31, 2017	FSA123

The added dependent will now be displayed in the **Family Members** section.



Family Members	
Robert Decker	Unknown

Reimbursement Preference

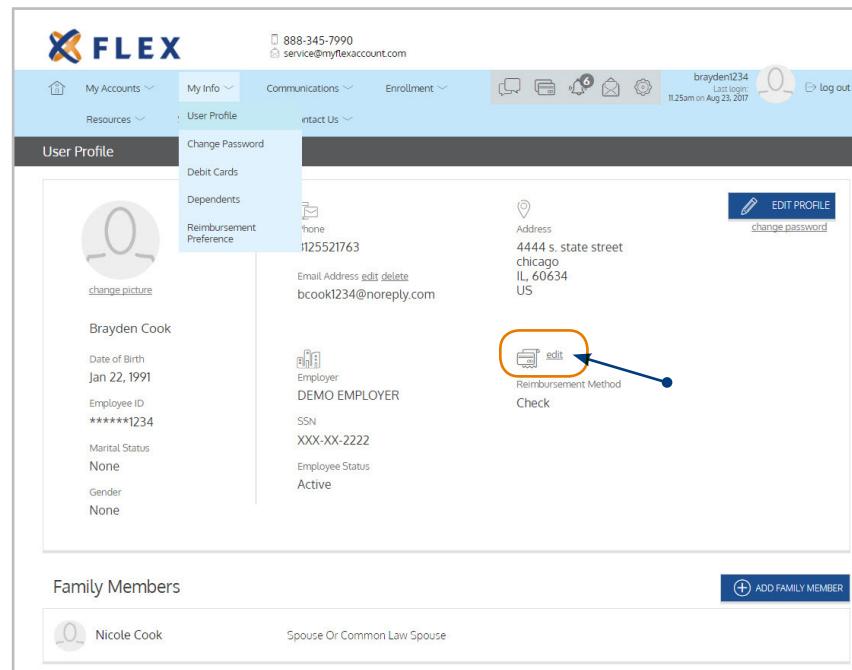
*Reimbursement preference options may vary by employer and all below options may not be available to your group.

On this page, you can edit your reimbursement preferences (if applicable):

Check – Reimbursements are mailed to you in paper check form (default)

Direct Deposit – Reimbursements are deposited directly into your bank account

Step 1. Click the Edit button in the Reimbursement Method section.



User Profile	
Brayden Cook	Date of Birth Jan 22, 1991
Resources	Employee ID *****1234
My Accounts	Marital Status None
My Info	Gender None
Communications	
Enrollment	
User Profile	
Dependents	
Debit Cards	
Reimbursement Preference	Check
	<input type="button" value="EDIT PROFILE"/>
	change password

Family Members

Family Members	
Nicole Cook	Spouse Or Common Law Spouse

Step 2. Enter the information for the bank account where you would like your reimbursements to be deposited, as shown below.

Reimbursement Preference

Direct Deposit

Bank Name *

Account *

Re-enter Account *

Account Routing *

Re-enter Routing *

Bank Account Type Saving

By providing my bank account and routing numbers, I agree to allow my administrator to direct deposit plan reimbursements into my accounts. I understand that I can change this directive at any time.

Check example

Name _____ Address _____ Date _____

Pay to the order of: _____

Your bank

1123321231 23456 123456789123

Routing Number Check # Account Number

Please note: The order of Routing, Account and Check numbers will vary from financial institution to financial institutions and will not necessarily be in the same order as shown above.

✓ SAVE CANCEL

Step 3. Click Save.

Communications

The Communications tab is where announcements, alerts, and other communications are displayed.

888-345-7990
service@myflexaccount.com

jessica17 Last Login: 9:58am on Aug 16, 2017

log out

My Accounts My Info Communications Enrollment

Resources Shop FSA Store Communication Settings

Communication Settings

Alerts & Messages

Announcements

Email Us

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Available on Google play Download on the App Store

Assigned Notifications

Note: You are currently opted in for one or more mobile communications, but do not currently have mobile number to send communications to. You will not receive these communications unless a valid mobile number is supplied. You can enter mobile number below if you wish to start receiving communications.

The notifications below are available to you. Please define the delivery method for these notifications. If mobile number and/or email is not an available delivery method, please make sure you have an active email address and registered mobile number

Email Address: jessica@email.com

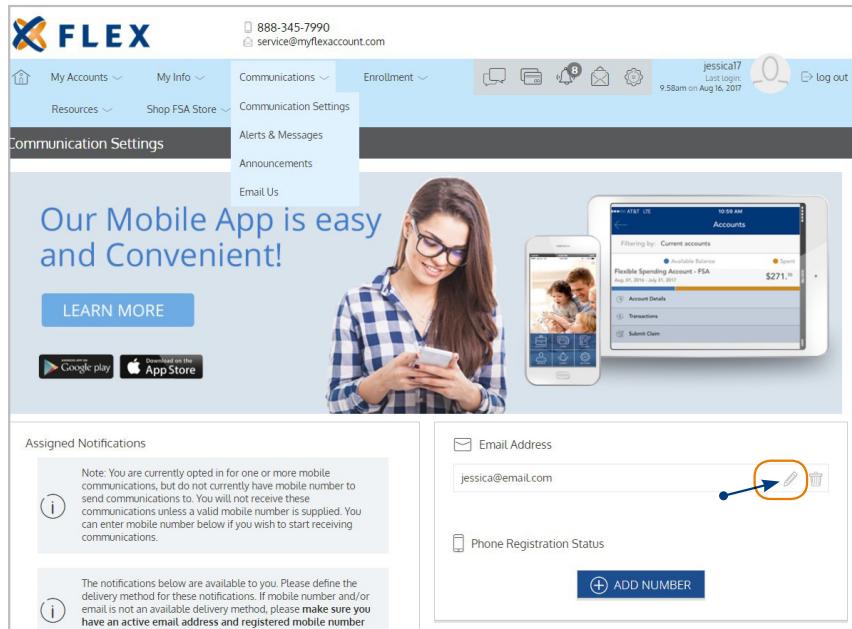
Phone Registration Status

+ ADD NUMBER

Communications Settings

From this page, you can add or update your email address and register your mobile number to receive text alerts.

To add or update your email address, click on the Pencil icon.



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Assigned Notifications

Note: You are currently opted in for one or more mobile communications, but do not currently have mobile number to send these notifications to. You will not receive these communications unless a valid mobile number is supplied. You can enter mobile number below if you wish to start receiving communications.

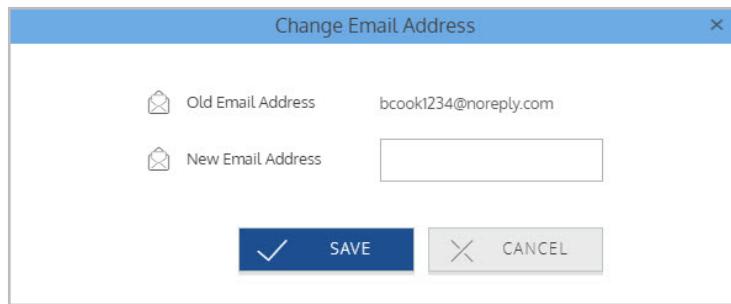
The notifications below are available to you. Please define the delivery method for these notifications. If mobile number and/or email is not an available delivery method, please make sure you have an active email address and registered mobile number.

Email Address: jessica@email.com

Phone Registration Status

+ ADD NUMBER

Once you click on the Pencil icon, enter your new email address and click **Save**.



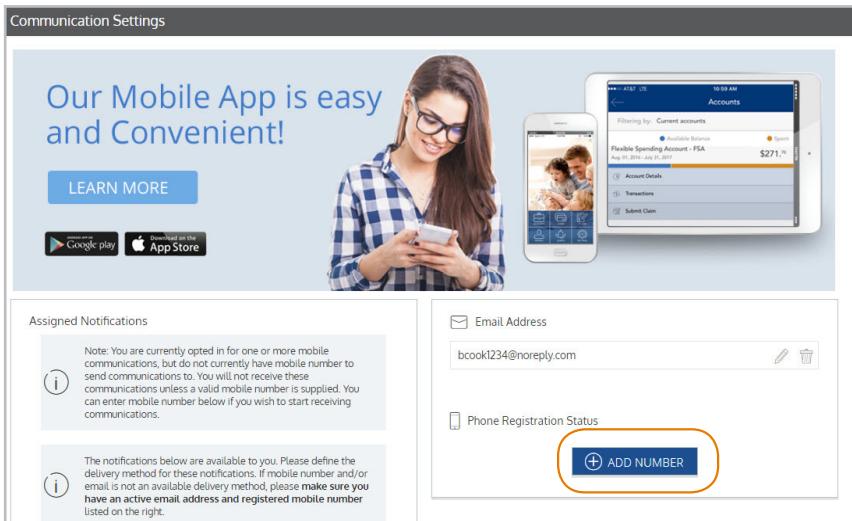
Change Email Address

Old Email Address: bcook1234@noreply.com

New Email Address:

SAVE CANCEL

To register your mobile number to receive text alerts, click **Add Number**.



Our Mobile App is easy and Convenient!

LEARN MORE

Assigned Notifications

Note: You are currently opted in for one or more mobile communications, but do not currently have mobile number to send these notifications to. You will not receive these communications unless a valid mobile number is supplied. You can enter mobile number below if you wish to start receiving communications.

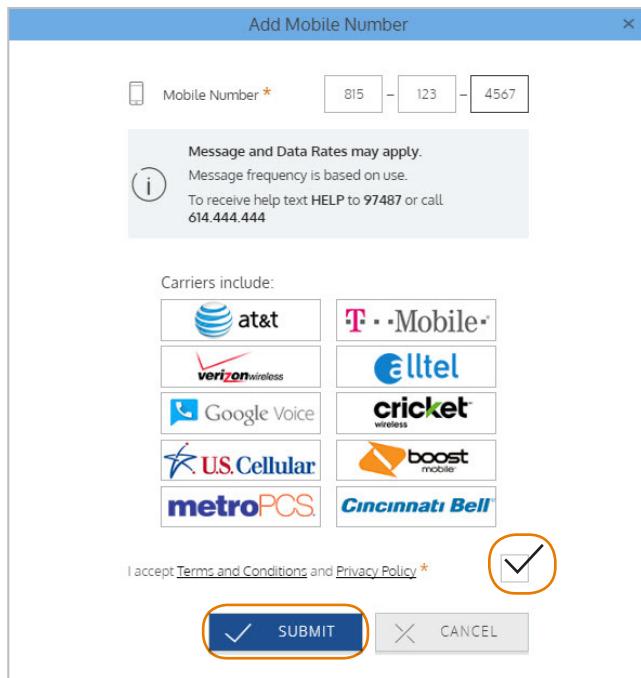
The notifications below are available to you. Please define the delivery method for these notifications. If mobile number and/or email is not an available delivery method, please make sure you have an active email address and registered mobile number listed on the right.

Email Address: bcook1234@noreply.com

Phone Registration Status

+ ADD NUMBER

Enter your mobile number, check the terms and conditions box and click **Submit**.



Mobile Number - -

Message and Data Rates may apply.
Message frequency is based on use.
To receive help text **HELP** to **97487** or call **614.444.4444**

Carriers include:

at&t	T-Mobile
verizon wireless	elltel
Google Voice	cricket wireless
U.S.Cellular	boost mobile
metroPCS	Cincinnati Bell

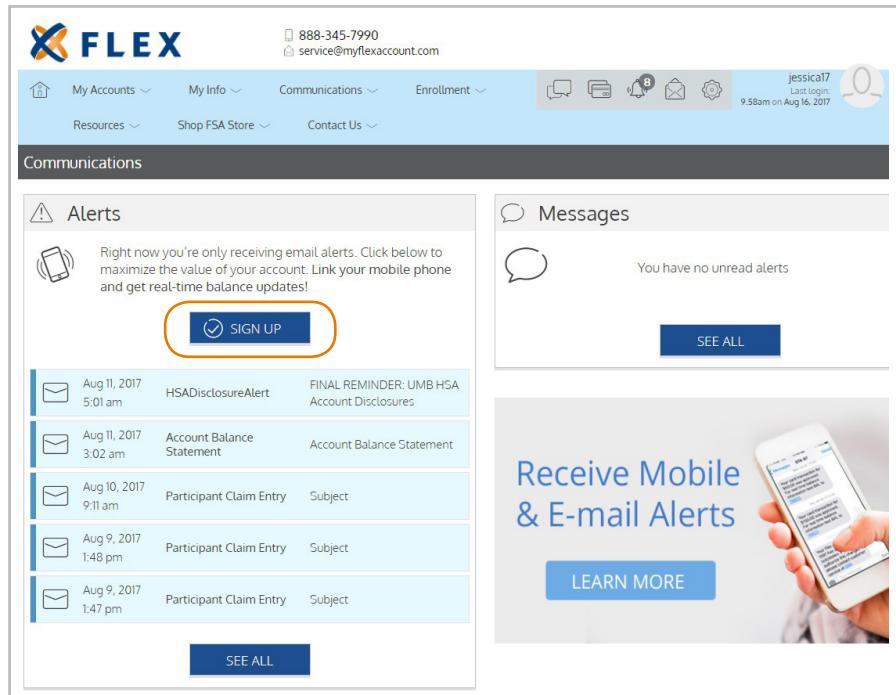
I accept [Terms and Conditions](#) and [Privacy Policy](#) *

SUBMIT CANCEL

Alerts & Messages

This page contains copies of messages, emails, SMS text messages, and other alerts that are specific to you and your benefit accounts including balance alerts, enrollment confirmations, address change verifications, and others.

You can also register your mobile number from this page by clicking on the **Sign Up** button.



888-345-7990
service@myflexaccount.com

My Accounts My Info Communications Enrollment
Resources Shop FSA Store Contact Us

jessica17
Last login: 9:58am on Aug 16, 2017

Communications

⚠ Alerts

Right now you're only receiving email alerts. Click below to maximize the value of your account. Link your mobile phone and get real-time balance updates!

SIGN UP

Aug 11, 2017 5:01 am	HSADisclosureAlert	FINAL REMINDER: UMB HSA Account Disclosures
Aug 11, 2017 3:02 am	Account Balance Statement	Account Balance Statement
Aug 10, 2017 9:11 am	Participant Claim Entry	Subject
Aug 9, 2017 1:48 pm	Participant Claim Entry	Subject
Aug 9, 2017 1:47 pm	Participant Claim Entry	Subject

SEE ALL

Messages

You have no unread alerts

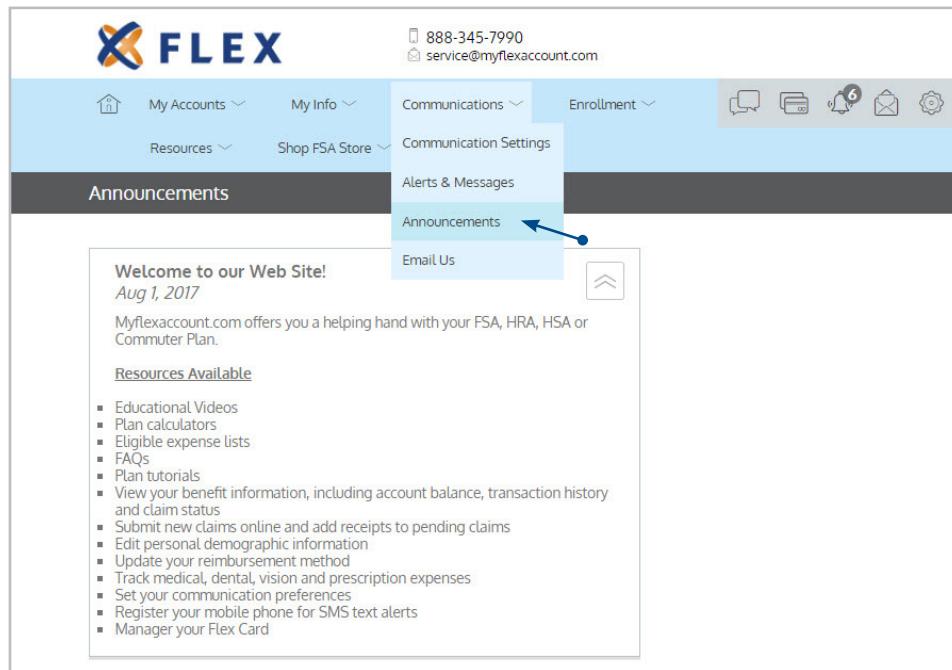
SEE ALL

Receive Mobile & E-mail Alerts

LEARN MORE

Announcements

Any announcement communications from Flexible Benefit Service Corporation appear here. You might find announcements displaying information on special programs, incentive opportunities, enrollment, instructions, policies, reminders, and more.



The screenshot shows the Myflexaccount.com website interface. At the top, there is a navigation bar with links for 'My Accounts', 'My Info', 'Communications', 'Enrollment', and various icons. A dropdown menu for 'Communications' is open, showing 'Communication Settings', 'Alerts & Messages', and 'Announcements'. A blue arrow points from the text 'Email Us' in the 'Announcements' section to the 'Email Us' tab in the navigation bar. The main content area displays a 'Welcome to our Web Site!' message from August 1, 2017, followed by a list of 'Resources Available'.

Welcome to our Web Site!
Aug 1, 2017

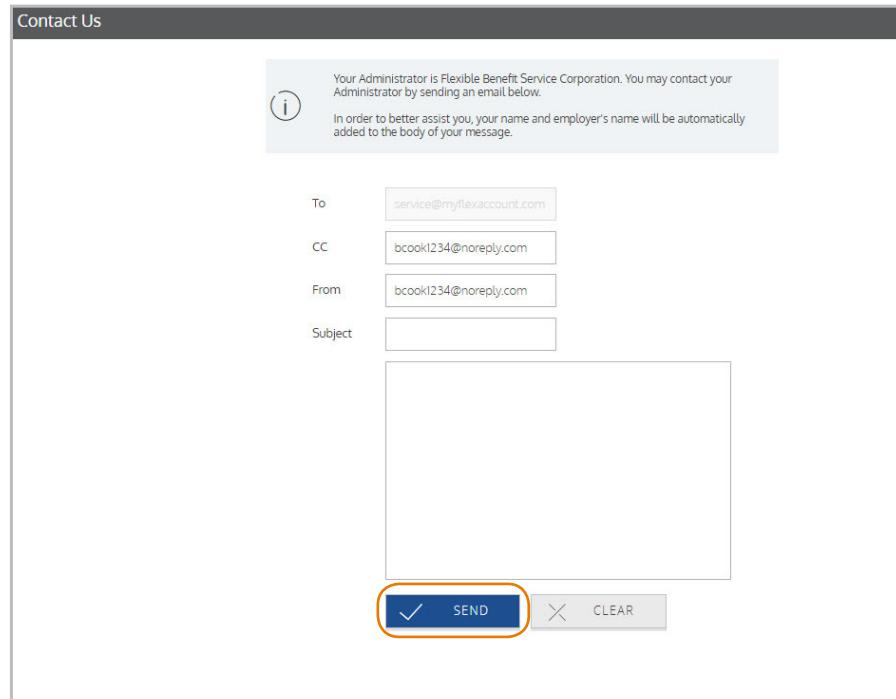
Myflexaccount.com offers you a helping hand with your FSA, HRA, HSA or Commuter Plan.

Resources Available

- Educational Videos
- Plan calculators
- Eligible expense lists
- FAQs
- Plan tutorials
- View your benefit information, including account balance, transaction history and claim status
- Submit new claims online and add receipts to pending claims
- Edit personal demographic information
- Update your reimbursement method
- Track medical, dental, vision and prescription expenses
- Set your communication preferences
- Register your mobile phone for SMS text alerts
- Manager your Flex Card

Email Us

You can email Flex customer service directly by clicking on the Email Us tab. Enter a subject and message and click Send once your email has been completed.



The screenshot shows a 'Contact Us' form. It includes a message from the administrator and fields for 'To', 'CC', 'From', and 'Subject'. The 'Send' button is highlighted with an orange circle.

Your Administrator is Flexible Benefit Service Corporation. You may contact your Administrator by sending an email below.

In order to better assist you, your name and employer's name will be automatically added to the body of your message.

To:

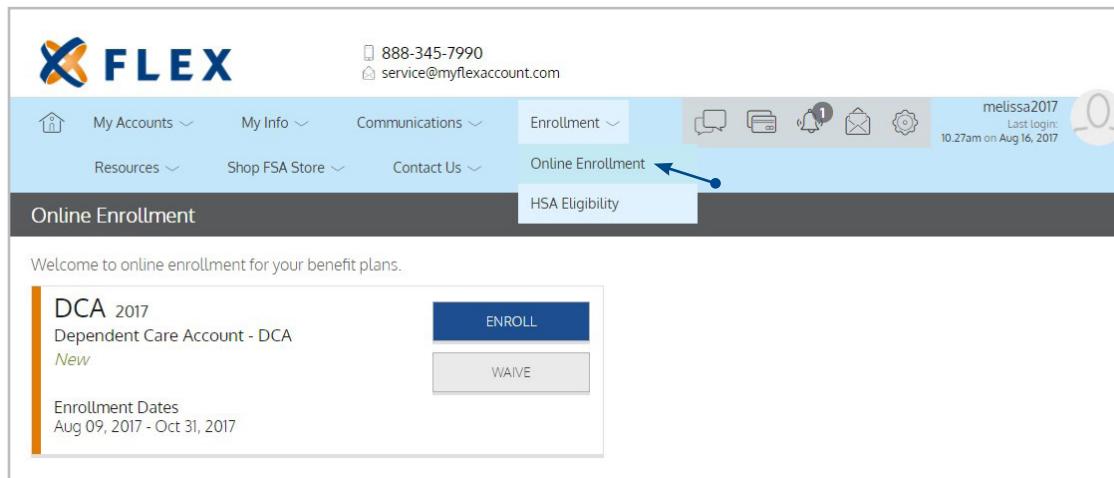
CC:

From:

Subject:

Enrollment

If a plan assigned to your employer is available for online enrollment, this tab is where the enrollment process occurs.



888-345-7990
service@myflexaccount.com

My Accounts ▾ My Info ▾ Communications ▾ Enrollment ▾

Resources ▾ Shop FSA Store ▾ Contact Us ▾

Online Enrollment

melissa2017
Last login: 10:27am on Aug 16, 2017

Online Enrollment

Welcome to online enrollment for your benefit plans.

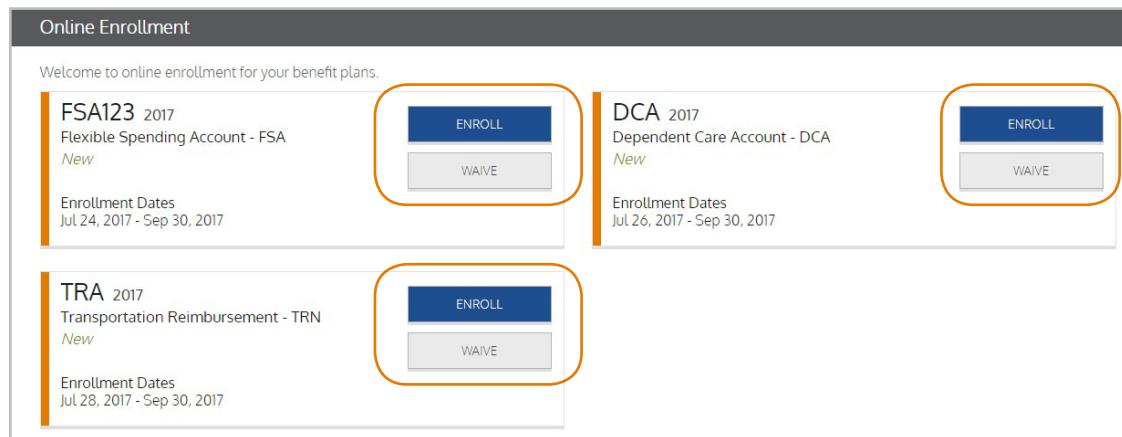
DCA 2017
Dependent Care Account - DCA
New

Enrollment Dates
Aug 09, 2017 - Oct 31, 2017

ENROLL
WAIVE

Online Enrollment

This tab is where you can start the process of enrolling in available plans. Any plans scheduled for open enrollment appear in the Online Enrollment section with the applicable open enrollment dates, as shown below. Click to either enroll or waive the offered coverage.



Welcome to online enrollment for your benefit plans.

FSA123 2017
Flexible Spending Account - FSA
New

Enrollment Dates
Jul 24, 2017 - Sep 30, 2017

ENROLL
WAIVE

DCA 2017
Dependent Care Account - DCA
New

Enrollment Dates
Jul 26, 2017 - Sep 30, 2017

ENROLL
WAIVE

TRA 2017
Transportation Reimbursement - TRN
New

Enrollment Dates
Jul 28, 2017 - Sep 30, 2017

ENROLL
WAIVE

Enrolling In A Plan

Step 1. Click Enroll for the plan you want to elect.



Online Enrollment

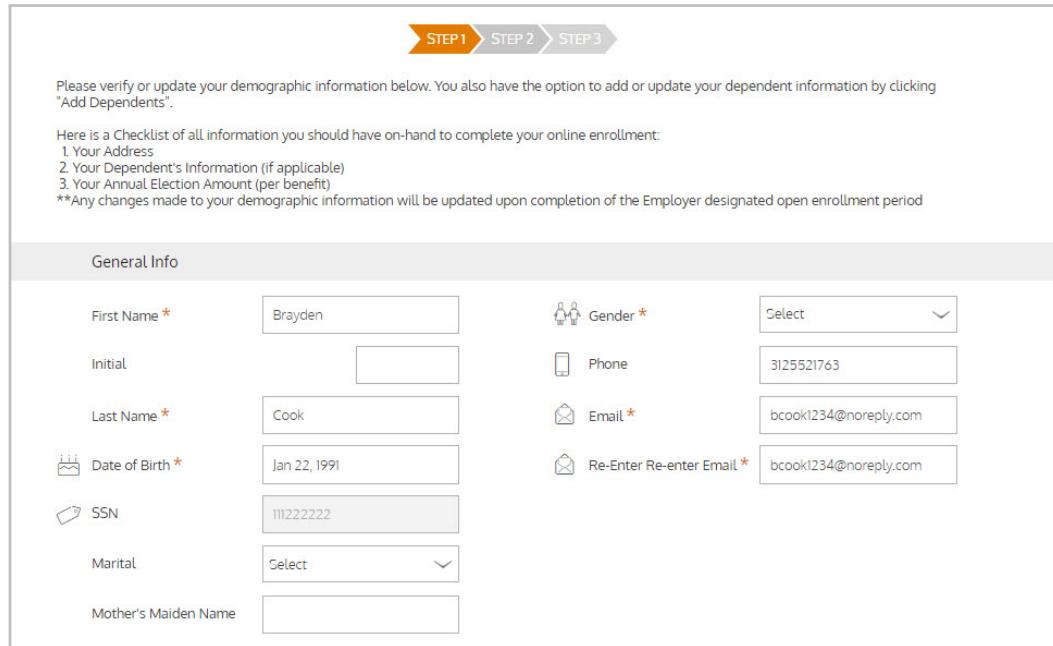
Welcome to online enrollment for your benefit plans.

FSA123 2017
Flexible Spending Account - FSA
New

Enrollment Dates
Jul 24, 2017 - Sep 30, 2017

ENROLL **WAIVE**

Step 2. Verify and/or update your demographic information. Be sure all fields marked with an asterisk (*) are completed, as shown below.



STEP 1 > STEP 2 > STEP 3

Please verify or update your demographic information below. You also have the option to add or update your dependent information by clicking "Add Dependents".

Here is a Checklist of all information you should have on-hand to complete your online enrollment:

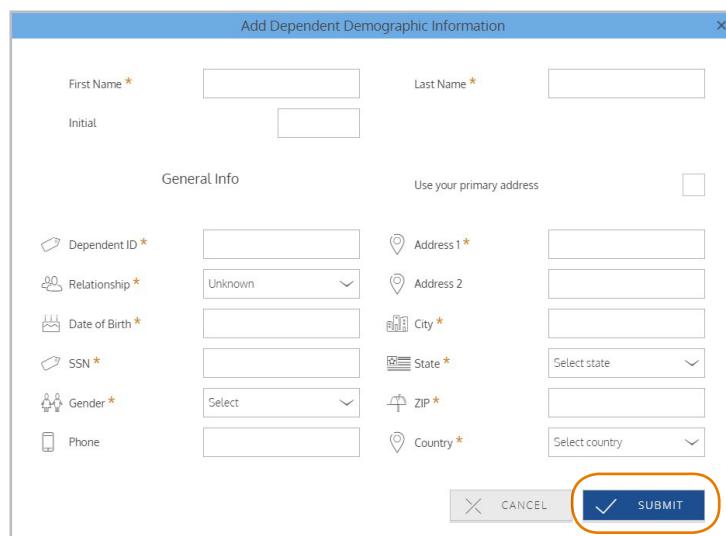
1. Your Address
2. Your Dependent's Information (if applicable)
3. Your Annual Election Amount (per benefit)

**Any changes made to your demographic information will be updated upon completion of the Employer designated open enrollment period

General Info

First Name *	Brayden	Gender *	Select
Initial		Phone	3125521763
Last Name *	Cook	Email *	bcook1234@noreply.com
Date of Birth *	Jan 22, 1991	Re-Enter Re-enter Email *	bcook1234@noreply.com
SSN	111222222		
Marital	Select		
Mother's Maiden Name			

If applicable, add any dependents by clicking the Add Dependent button and provide the required demographic information. Click Submit when completed.



Add Dependent Demographic Information

First Name * Last Name *
Initial

General Info Use your primary address

Dependent ID *	<input type="text"/>	Address 1 * <input type="text"/>
Relationship *	<input type="text"/>	Address 2 <input type="text"/>
Date of Birth *	<input type="text"/>	City <input type="text"/>
SSN *	<input type="text"/>	State * <input type="text"/>
Gender *	Select <input type="text"/>	ZIP * <input type="text"/>
Phone	<input type="text"/>	Country * <input type="text"/>

CANCEL **SUBMIT**

Step 3. Provide your coverage election choices. Depending on the plan you are electing, you may be asked to choose a coverage tier or provide an annual election.

Once your selections have been made, read and check the certification acknowledgement checkbox and click **Next**.

STEP 1 > STEP 2 > STEP 3

Please enter the annual election amount for your Flex benefit plan.

Account Details			
Plan Description	Dependent Care Account		
Plan Start Date	09/01/2016		
Plan End Date	08/31/2017		
Election	Per Period Contribution	x Remaining Contributions	= Annual Election
	1200	x 1	1200.00

Thank you for selecting your benefit information. The last step is to review and confirm your annual election below. If you need any further assistance, please contact our customer service team at 888-345-7990.

Certification

I acknowledge that I am authorizing my employer to deduct equal amounts from my paychecks to collect the designated annual election amount entered above. I recognize that these selections constitute a deliberate binding decision on my part that may not be changed until the enrollment period for the next plan year or if I experience a change in status.

Click to finalize your enrollment

NEXT SAVE FOR LATER CANCEL

Step 4. A summary page lists all of your entered demographic information and coverage selections. Verify that all information is correct and use the **Edit Info** button to change anything, as needed. Click **Next**.

STEP 1 > STEP 2 > STEP 3

Plan Description	Dependent Care Account
Plan Start Date	09/01/2016
Plan End Date	08/31/2017

Participant Demographics

Brayden Cook, Male	<input type="button"/> EDIT INFO
Date of Birth Jan 22, 1991	Address 4444 s. state street chicago, 60634 US
SSN *****2222	Shipping Address 4444 s. state street chicago, 60634 US
Phone 3125521763	
Email bcook1234@noreply.com	

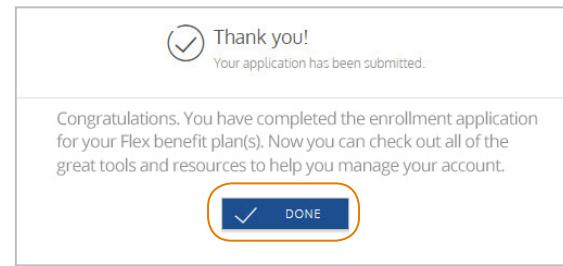
Dependent Demographic Information

Please add applicable dependent information here. ADD DEPENDENT DEMOGRAPHIC INFORMATION

Nicole Cook	<input type="button"/> EDIT DEPENDENT DEMOGRAPHIC INFORMATION
Authorized signer ID ncook9999	<input type="button"/> DELETE DEPENDENT DEMOGRAPHIC INFORMATION
Date of Birth	
SSN *****5555	
Relationship Spouse Or Common Law Spouse	

NEXT SAVE FOR LATER CANCEL

You will receive a message stating that your application has been submitted, click **Done**.



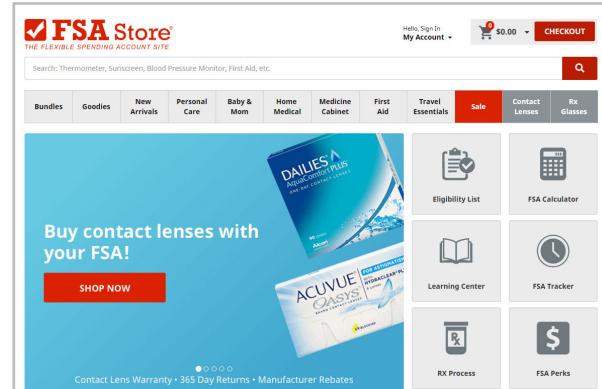
Resources

The resources tab contains a robust repository of helpful videos, calculators, and FAQs, designed to assist you in learning more about your benefit options. Any important forms and/or documents you might need are also available for download from this tab.



Shop FSA Store

It's now easier to save on eligible FSA and HSA expenses. Learn what's eligible and get the greatest value from your account when you purchase over-the-counter items from FSA Store!



Contact Us

We're here to help you! Please feel free to contact us with any questions.

Monday through Friday 7:00 am to 7:00 pm CST.

Phone: 888-345-7990

Email: service@myflexaccount.com