



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).

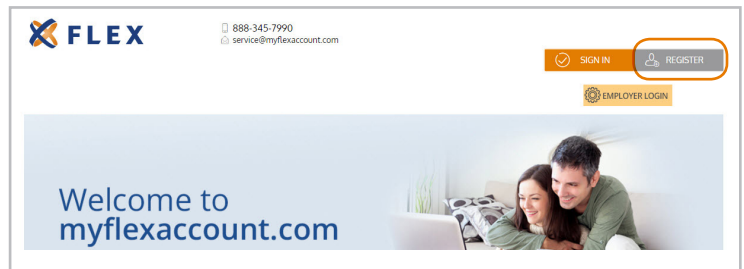
Step 2. After clicking the register button, complete the registration form (as shown below). Create your own username and password. Enter the required demographic information. You can obtain your employee ID and employer ID from your account administrator.

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.



FLEX 888-345-7990 service@myflexaccount.com

Register

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.

Register

STEP 1 STEP 2 STEP 3 STEP 4

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

Password * [] Password Strength 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 * [] Employee ID

Employee ID * []

I accept [Terms of Use](#) []

NEXT **CANCEL**

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

Register - Secure Authentication

STEP 1STEP 2STEP 3STEP 4

Select Question 1 *

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

Type your answer here

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 (fror

Type your answer here

Select Question 4 *

In what city did you honeymoon?

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.

✓ NEXT

✕ CANCEL

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

First NameAngela

Last NameWhite

✉ 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 1STEP 2STEP 3STEP 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

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

flex

EDIT INFO

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

4

Your First Sign In

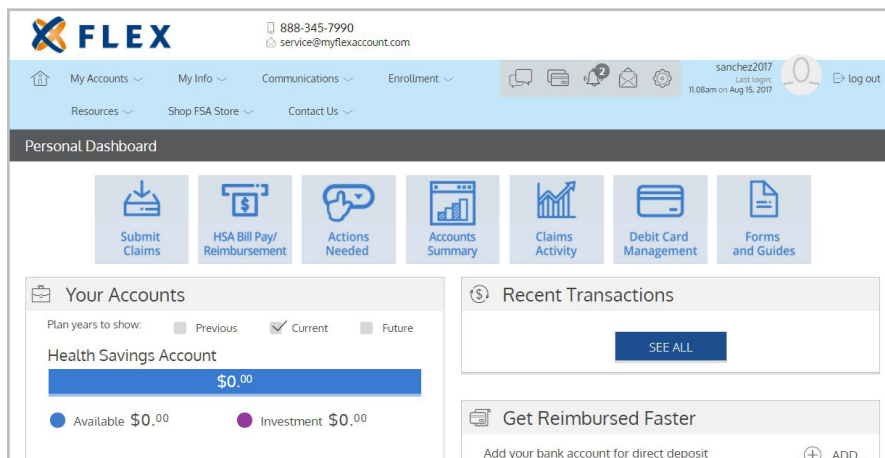
After registering, for all subsequent logins you can click the **Sign in** link in the upper right corner of the home page or by clicking the Account Holder sign in from the home page

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

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

Personal Dashboard

Submit Claims HSA Bill Pay/Reimbursement Actions Needed Accounts Summary Claims Activity Debit Card Management Forms and Guides

Your Accounts

Plan years to show: ☐ Previous ☒ Current ☐ Future

HSA

\$0.00

Available \$0.00 Investment \$0.00

Go green! Opt in for electronic delivery today! [Statements](#)

Transportation Reimbursement

\$387.90

Recent Transactions

(\$14.50)	Transportation Reimbursement	New	Card Aug 10, 2017
(\$5.25)	Transportation Reimbursement	New	Card Aug 10, 2017
(\$24.00)	Transportation Reimbursement	New	Card Aug 10, 2017
(\$85.00)	Flexible Spending Account	Pending	Card Aug 10, 2017
(\$120.00)	Flexible Spending Account	New	Card Aug 10, 2017
(\$45.00)	Flexible Spending Account	New	Card Aug 10, 2017
(\$225.50)	Flexible Spending Account	Pending	Card 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

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](#)

Get Reimbursed Faster

Add your bank account for direct deposit reimbursement [ADD](#)

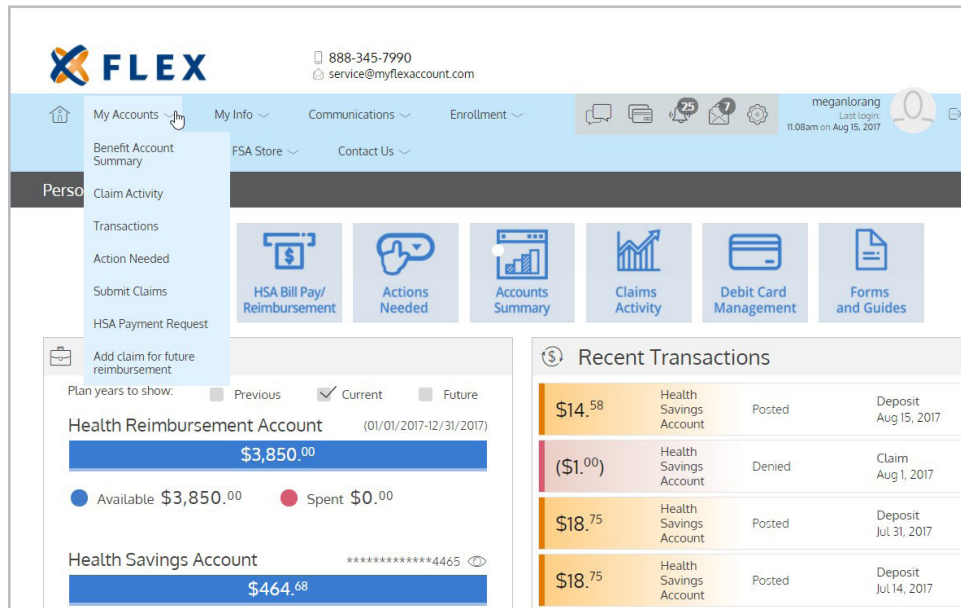
FSA Store

Wondering what your FSA Covers?

[LEARN MORE](#)

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.



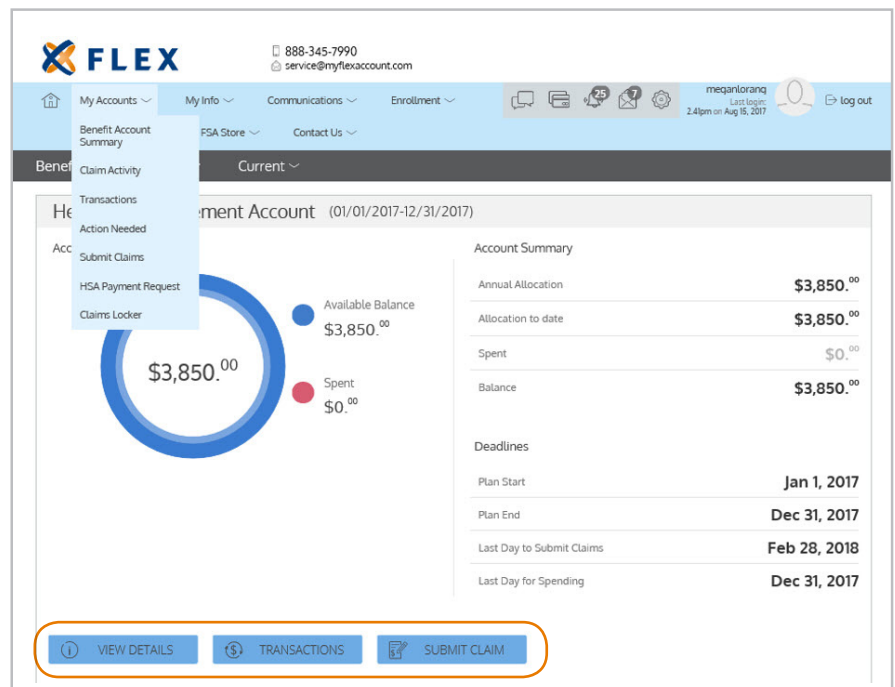
Benefit Account Summary

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).



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.

FLEX 888-345-7990 service@myflexaccount.com

My Accounts My Info Communications Enrollment

Benefit Account Summary FSA Store Contact Us

brayden1234 Last login: 12:14pm on Aug 16, 2017 log out

Claim Claim Activity

Which Transactions? Select here

Action Needed Approved/Paid/Submitted Denied

Submit Claims

App: HSA Payment Request

Claims Locker (\$800.00)

Paid DR. JASON VINN

Claim
Date of Service: Jul 25, 2017
Date of Transaction: Aug 16, 2017

Paid PEARLE VISION

Claim
Date of Service: Apr 12, 2017
Date of Transaction: Aug 16, 2017

Paid ADVOCATE MASONIC

Claim
Date of Service: May 9, 2017
Date of Transaction: Aug 16, 2017

SEARCH FOR CLAIMS ADD EXPENSE SUBMIT CLAIM

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.

FLEX 888-345-7990 service@myflexaccount.com

My Accounts My Info Communications Enrollment

Benefit Account Summary FSA Store Contact Us

brayden1234 Last login: 12:14pm on Aug 16, 2017 log out

Trans Claim Activity

Transactions

Year Plan ALL Type ALL

Which Transactions? Select here

Action Needed Pending/Processing Denied

Submit Claims

App: HSA Payment Request

Claims Locker (\$800.00)

Flexible Spending Account Approved

Claim DR. JASON VINN Jul 25, 2017

(\$105.00) Flexible Spending Account Approved

Claim URGENT CARE Jun 12, 2017

(\$150.00) Flexible Spending Account Approved

Claim ADVOCATE MASONIC May 9, 2017

(\$223.58) Flexible Spending Account Approved

Claim PEARLE VISION Apr 12, 2017

(\$93.00) Flexible Spending Account Approved

Claim CHIRO ONE Mar 22, 2017

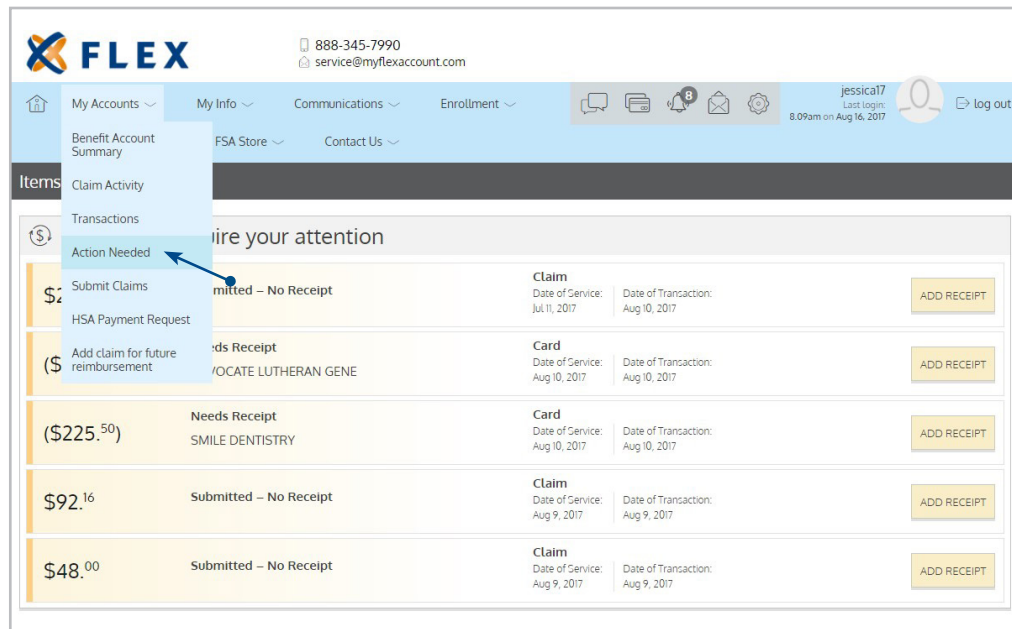
(\$45.00) Flexible Spending Account Denied

Claim Dental Copy SMILE DENTISTRY Feb 12, 2017

SEARCH FOR TRANSACTIONS

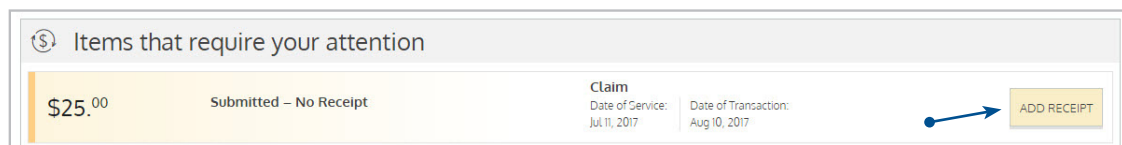
Action Needed

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.

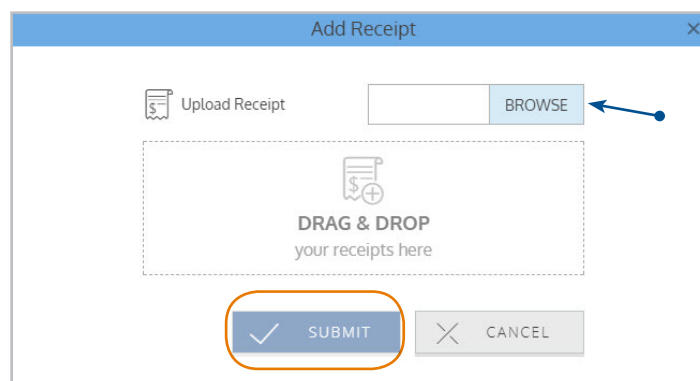


To upload a receipt to a pending claim, follow these simple instructions.

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



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



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

- Service Dates
- Claim Amount
- Pay Yourself or Pay Provider
- Claimant Name
- If you have selected the option to Pay Provider, please complete the Provider information requested.

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 "Claims 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:

Service Start Date:

Service End Date:

Claim Amount:

Upload Receipt:

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 that supports my submission in order to receive reimbursement. I acknowledge that notification will be provided by Filer regarding the status of any claims that are not eligible for reimbursement. ☒

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:

Service End Date:

Claimant:

Provider:

Description:

Billed Amount:

Insurance Allowed Amount:

Insurance Paid Amount:

Paid Non-Reimbursable:

My Responsibility:

Reimbursed from My Accounts:

My Remaining Responsibility:

Comments:

Upload Receipt:

DRAG & DROP
your receipts here

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.

The screenshot shows the FLEX My Info User Profile page. The top navigation bar includes the FLEX logo, contact information (888-345-7990, service@myflexaccount.com), and user details (brayden1234, Last login: 11:25am on Aug 23, 2017, log out). The main navigation menu has tabs for My Accounts, My Info, Communications, and Enrollment. The My Info tab is active, and the User Profile sub-tab is selected. The User Profile page displays a profile summary for Brayden Cook, including a change picture link, date of birth (Jan 22, 1991), employee ID (*****1234), marital status (None), gender (None), employer (DEMO EMPLOYER), SSN (XXX-XX-2222), employee status (Active), address (4444 s. state street, chicago, IL, 60634, US), phone (125521763), email address (bcook1234@noreply.com), and reimbursement method (Check). A dropdown menu is open under the My Info tab, showing options for Change Password, Debit Cards, Dependents, and Reimbursement Preference. An EDIT PROFILE button is visible in the top right corner of the profile summary section.

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.

This screenshot is identical to the one above, but with an orange circle highlighting the EDIT PROFILE button in the top right corner of the profile summary section. The button also has a 'change password' link below it.

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**.

The 'Edit Profile' form has a blue header bar with the title 'Edit Profile' and a close button. Below the header, there is a 'Phone' field with a phone icon and a text input containing '3125521763'. The 'Address' section includes fields for 'Address 1 *', 'Address 2', 'City *', 'State *', 'ZIP *', and 'Country *', all with location icons. The 'Alternate Address' section has a checkbox labeled 'Same as address' which is checked, and corresponding fields for 'Address 1 *', 'Address 2', 'City *', 'State *', 'ZIP *', and 'Country *'. At the bottom, there is an information icon and a note: 'To edit other profile info (name, marital status, etc.) please contact your admin.' The 'SAVE' button is highlighted with an orange circle, and the 'CANCEL' button is to its right.

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.

The 'Change Password' form has a dark header bar with the title 'Change Password'. Below the header, there is a lock icon and a message: 'We will maintain the confidentiality of your personal information in accordance with our privacy policy.' The section is titled 'Answer Security Questions To Proceed'. There are two security questions: 'In which city was your grandmother born (mother's mother)?' and 'What was the first name of your first grade teacher?'. Each question has a text input field. At the bottom, the 'NEXT' button is highlighted with an orange circle, and the 'CANCEL' button is to its right.

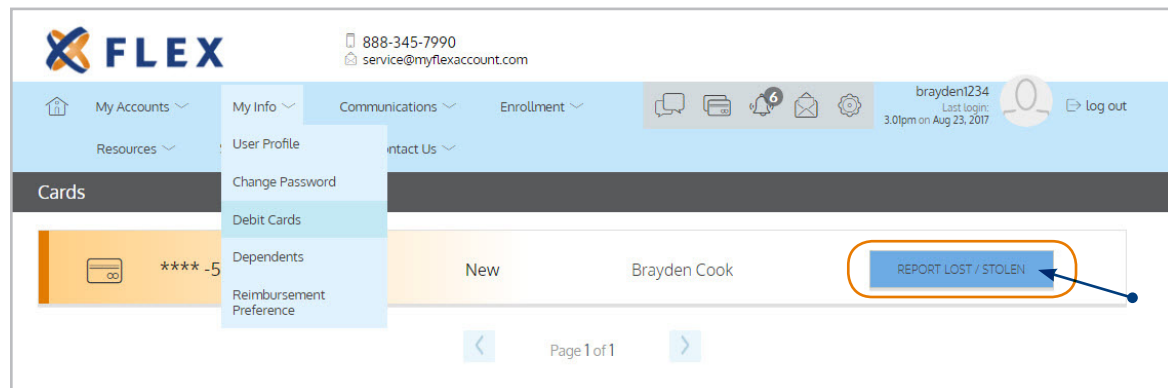
You will be prompted to enter your new password.

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

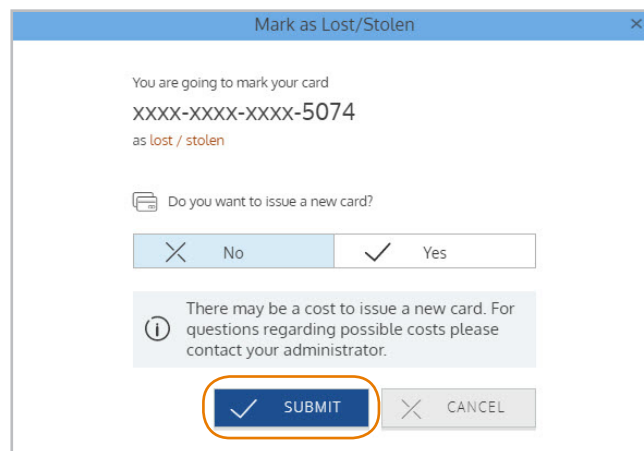
The 'Change Password' form has a dark header bar with the title 'Change Password'. Below the header, there is a lock icon and a message: 'We will maintain the confidentiality of your personal information in accordance with our privacy policy.' The section is titled 'Change Password'. There is an information icon and a list of password requirements: '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', and 'A password cannot contain: The same character repeating 3 or more times, The word "password", The username, Spaces'. Below the requirements, there are three text input fields: 'New Password', 'Password Strength', and 'Confirm Password'. At the bottom, the 'SUBMIT' button is highlighted with an orange circle, and the 'ANSWERS' button is to its right.

Debit Cards (if applicable)

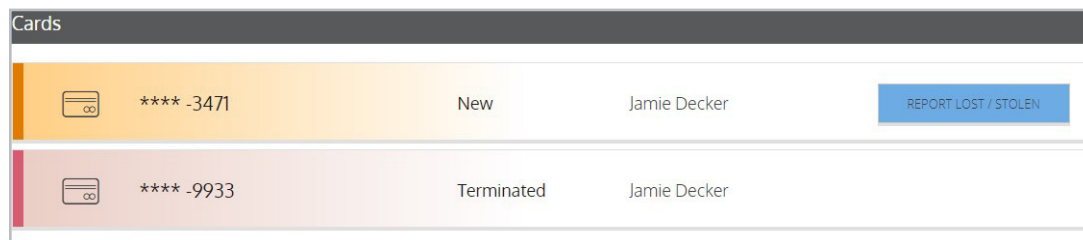
Use this page to manage your and/or your dependents' benefit debit cards. To report your benefit debit card as lost or stolen, click the **Report Lost/Stolen** as shown below.



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.



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.

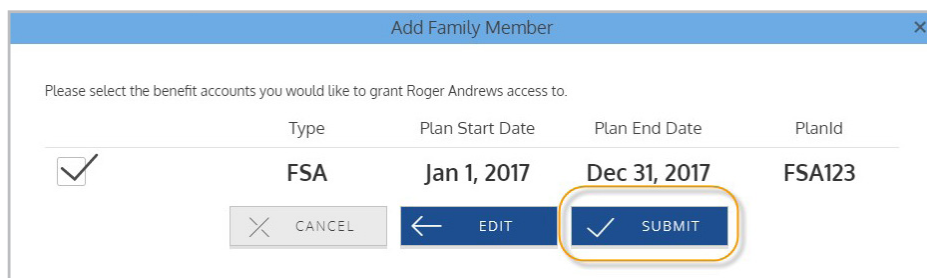
The screenshot shows the FLEX user interface. The top navigation bar includes 'My Accounts', 'My Info', 'Communications', and 'Enrollment'. The 'My Info' dropdown menu is open, showing options like 'Change Password', 'Debit Cards', 'Dependents', and 'Reimbursement Preference'. The 'Dependents' option is highlighted. Below the navigation bar, the 'User Profile' section displays personal information for Brayden Cook, including date of birth, employee ID, marital status, gender, address, phone, email, employer, SSN, and reimbursement method. The 'Family Members' section at the bottom shows a list of family members, with 'Nicole Cook' listed as a 'Spouse Or Common Law Spouse'. An 'ADD FAMILY MEMBER' button is highlighted with an orange circle.

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 screenshot shows the 'Add Family Member' form. The form is divided into sections: 'General Info' and 'Address'. The 'General Info' section includes fields for First Name, Last Name, Initial, Dependent ID, Relationship, Date of Birth, SSN, Gender, Phone, and Full-time student. The 'Address' section includes fields for Address 1, Address 2, City, State, ZIP, and Country. The 'Issue Dependent Card' and 'Use your primary address' checkboxes are checked and highlighted with an orange box. The 'Next' button is highlighted with a blue box.

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

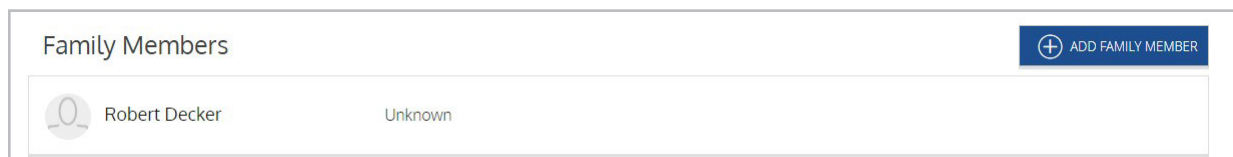
***Please note, a benefit account must be selected for that dependent to be able to utilize their debit card (if applicable).**



The 'Add Family Member' dialog box shows a table with columns: Type, Plan Start Date, Plan End Date, and PlanId. A row is selected with a checkmark in the first column, containing 'FSA', 'Jan 1, 2017', 'Dec 31, 2017', and 'FSA123'. Below the table are three buttons: 'CANCEL', 'EDIT', and 'SUBMIT'. The 'SUBMIT' button is highlighted with a yellow circle.


	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.



The 'Family Members' section shows a list of family members. The first entry is 'Robert Decker' with a status of 'Unknown'. There is an 'ADD FAMILY MEMBER' button in the top right corner.

Family Members

 Robert Decker Unknown

Reimbursement Preference

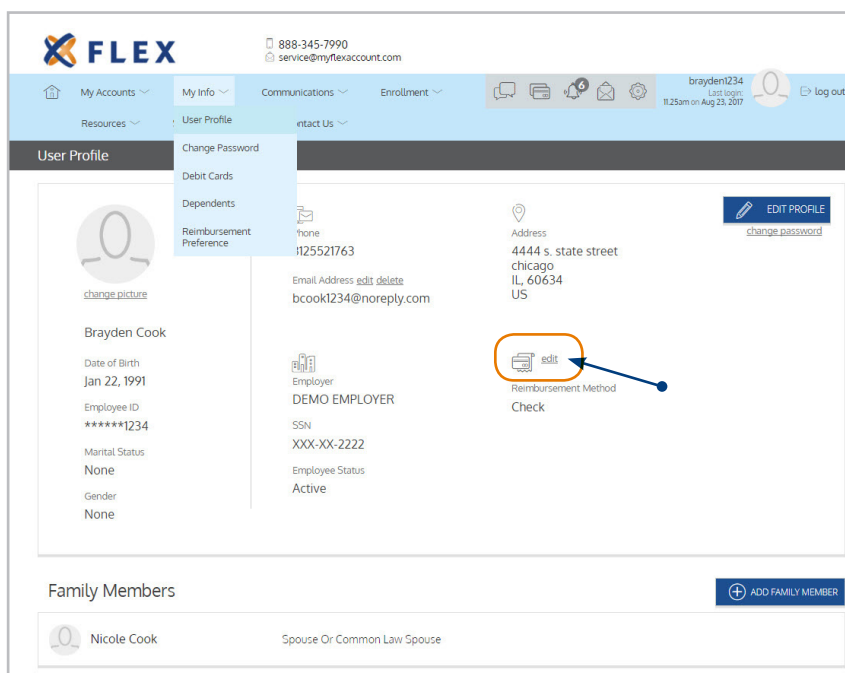
*Reimbursement preference options may vary by employer and all below options may not be available to your group.

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.




The 'User Profile' page shows personal information for 'Brayden Cook'. A dropdown menu is open under 'User Profile', showing options: 'Change Password', 'Debit Cards', 'Dependents', and 'Reimbursement Preference'. The 'Reimbursement Preference' option is selected. In the 'Reimbursement Method' section, there is an 'edit' button circled in orange with an arrow pointing to it. The 'Family Members' section at the bottom shows 'Nicole Cook' with a status of 'Spouse Or Common Law Spouse'.

FLEX 888-345-7990 service@myflexaccount.com

My Accounts My Info Communications Enrollment     brayden1234 Last login: 11:25am on Aug 23, 2017  log out

Resources User Profile  Contact Us

User Profile Change Password Debit Cards Dependents **Reimbursement Preference**

 [change picture](#)


Brayden Cook

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


Phone: 1125521763
Email Address: [edit](#) [delete](#)
bcook1234@noreply.com

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

[EDIT PROFILE](#)
[change password](#)

 **edit**
Reimbursement Method: Check

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.

The image shows a 'Reimbursement Preference' form. At the top, there's a 'Direct Deposit' button. Below it, there are fields for 'Bank Name', 'Account', 'Re-enter Account', 'Account Routing', and 'Re-enter Routing'. To the right of these fields is a 'Check example' box showing a sample check with fields for Name, Address, Date, Pay to the order of, and Your bank. Below the check example, there are fields for 'Routing Number', 'Check #', and 'Account Number'. At the bottom left, there's a 'Bank Account Type' dropdown menu set to 'Saving'. Below this, there's a checkbox with a checkmark and an information icon, and a paragraph of text: '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.' At the bottom right, there are 'SAVE' and 'CANCEL' buttons. The 'SAVE' button is highlighted with an orange circle.

Step 3. Click **Save**.

Communications

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

The image is a screenshot of the FLEX account dashboard. At the top, there's a header with the FLEX logo, contact information (888-345-7990, service@myflexaccount.com), and user information (jessica17, Last login: 9:58am on Aug 16, 2017, log out). Below the header, there's a navigation bar with tabs: My Accounts, My Info, Communications, and Enrollment. The 'Communications' tab is selected. Below the navigation bar, there's a 'Communication Settings' section with a dropdown menu showing 'Alerts & Messages', 'Announcements', and 'Email Us'. Below this, there's a large banner for the mobile app with the text 'Our Mobile App is easy and Convenient!' and a 'LEARN MORE' button. Below the banner, there's a section for 'Assigned Notifications' with two information icons and text explaining that the user is currently opted in for one or more mobile communications, but does not currently have a mobile number to send communications to. Below this, there's a section for 'Email Address' with a field containing 'jessica@email.com' and a 'Phone Registration Status' section with an 'ADD NUMBER' button.

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.

FLEX 888-345-7990
service@myflexaccount.com

My Accounts My Info Communications Enrollment
Resources Shop FSA Store Communication Settings

Communication Settings Alerts & Messages
Announcements Email Us

Our Mobile App is easy and Convenient!

LEARN MORE

Google play 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 listed on the right.

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**.

Communication Settings

Our Mobile App is easy and Convenient!

LEARN MORE

Google play 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.

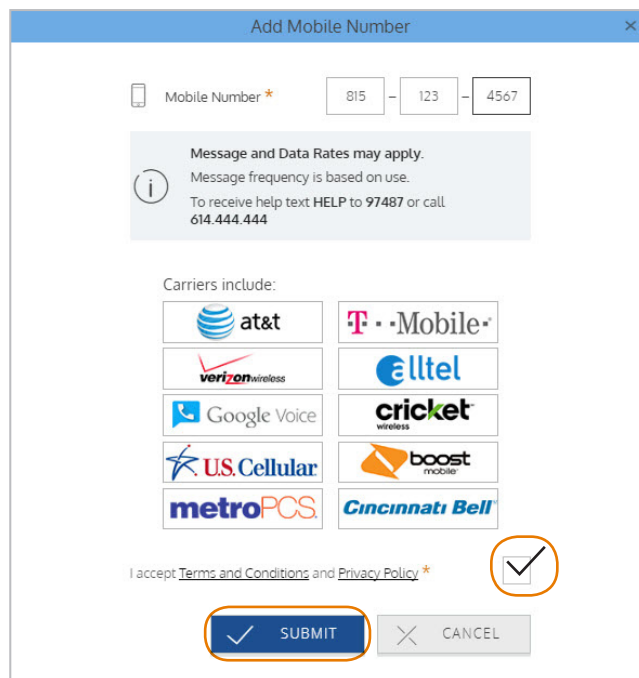
The notifications below are available to you. Please define the delivery method for these notifications. If mobile number and/or email is not an available delivery method, please make sure you have an active email address and registered mobile number listed on the right.

Email Address
bcook1234@noreply.com

Phone Registration Status

ADD NUMBER

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

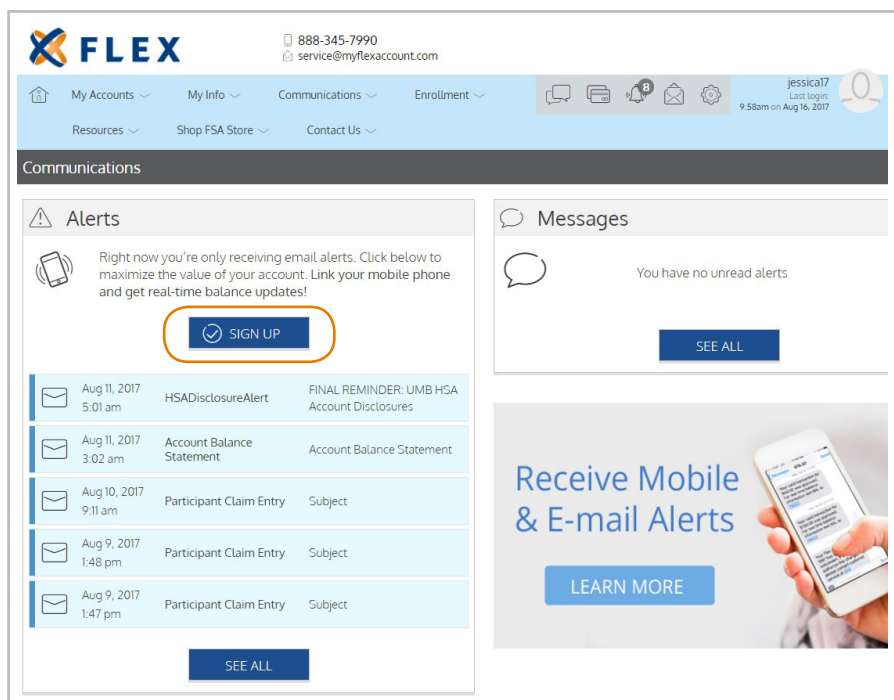


The 'Add Mobile Number' form includes a mobile number input field with the example '815 - 123 - 4567'. A message box states: 'Message and Data Rates may apply. Message frequency is based on use. To receive help text HELP to 97487 or call 614.444.444'. Below this, a grid of carrier logos is shown: at&t, T-Mobile, verizon wireless, alltel, Google Voice, cricket, U.S. Cellular, boost mobile, metroPCS, and Cincinnati Bell. At the bottom, there is a checkbox for 'I accept Terms and Conditions and Privacy Policy' which is checked, and two buttons: 'SUBMIT' and '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.

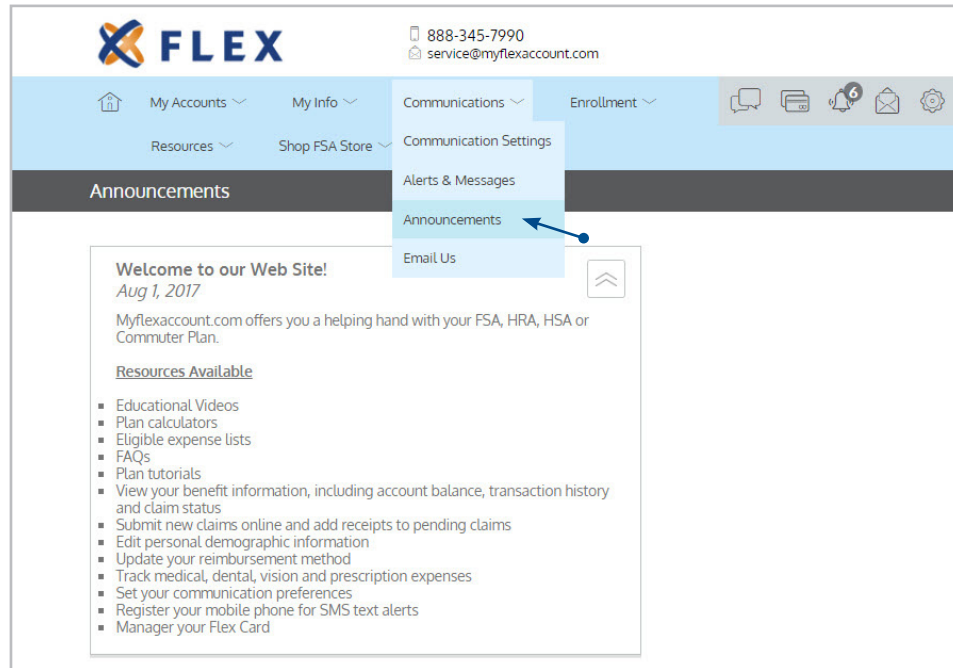


The FLEX Communications page features a top navigation bar with links for My Accounts, My Info, Communications, Enrollment, Resources, Shop FSA Store, and Contact Us. A user profile for 'jessica17' is shown in the top right. The main content area is divided into 'Alerts' and 'Messages' sections. The 'Alerts' section includes a 'SIGN UP' button for mobile alerts and a list of recent alerts. The 'Messages' section shows 'You have no unread alerts' and a 'SEE ALL' button. A promotional banner at the bottom right encourages users to 'Receive Mobile & E-mail Alerts' with a 'LEARN MORE' button.

Time	Subject	Details
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

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.



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.

Contact Us

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:

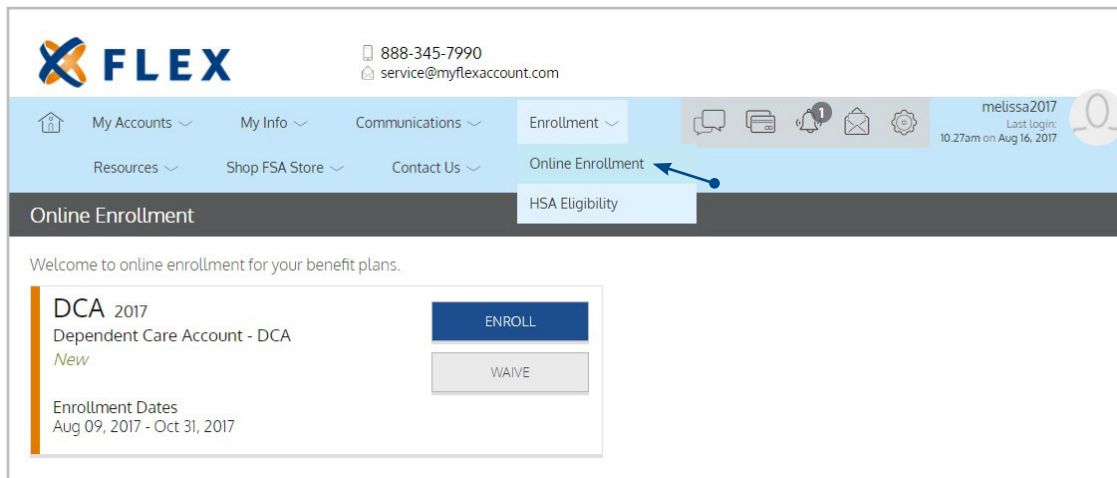
CC:

From:

Subject:

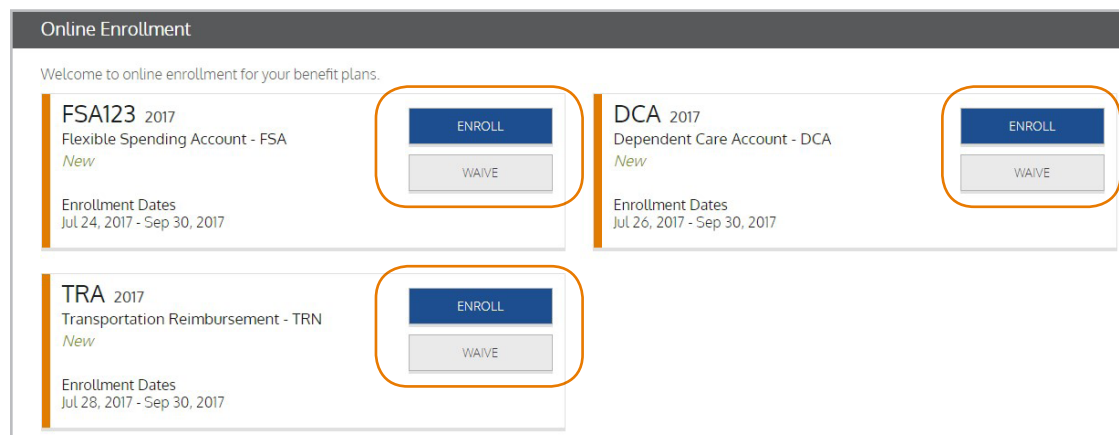
Enrollment

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



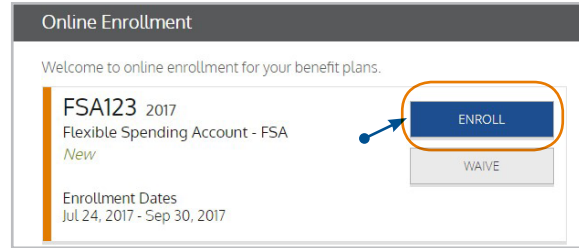
Online Enrollment

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.



Enrolling In A Plan

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



Online Enrollment

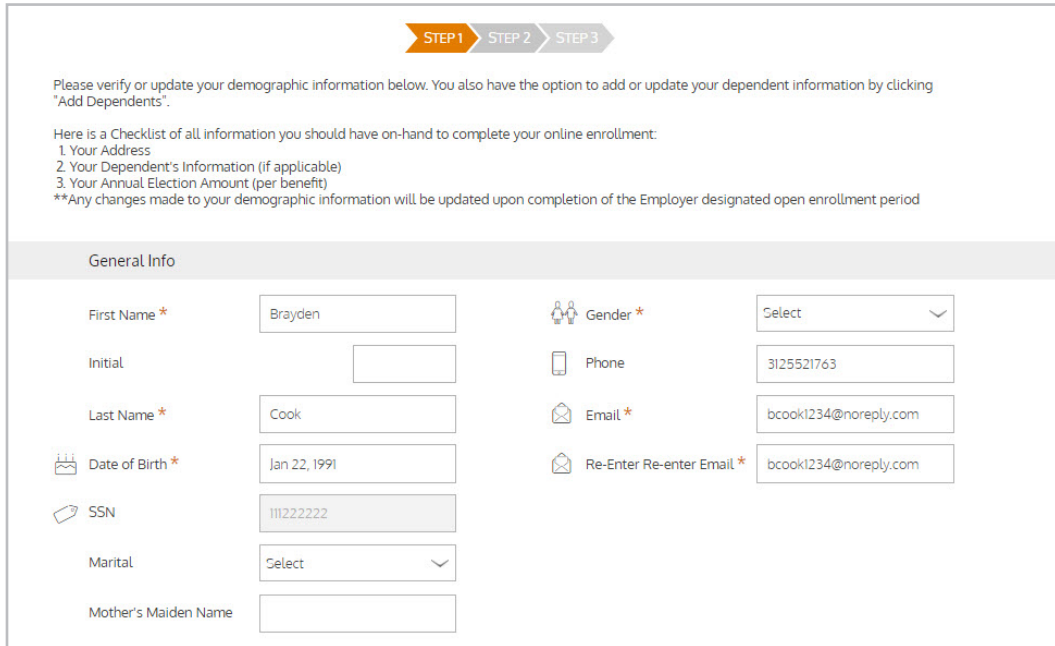
Welcome to online enrollment for your benefit plans.

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:

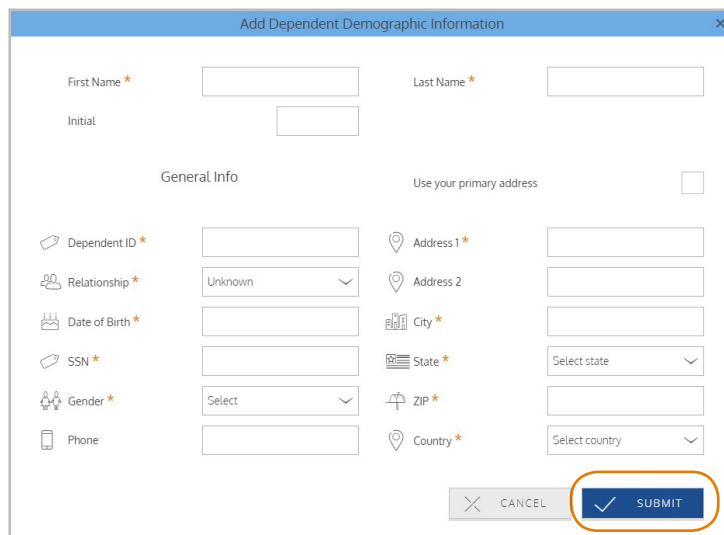
1. Your Address
2. Your Dependent's Information (if applicable)
3. Your Annual Election Amount (per benefit)

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

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.

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

Date of Birth: Jan 22, 1991

SSN: *****2222

Phone: 3125521763

Email: bcook1234@noreply.com

Address: 4444 s. state street, chicago, 60634 US

Shipping Address: 4444 s. state street, chicago, 60634 US

[EDIT INFO](#)

Dependent Demographic Information

Please add applicable dependent information here. [ADD DEPENDENT DEMOGRAPHIC INFORMATION](#)

Nicole Cook

Authorized signer ID: ncook9999

Date of Birth: *****5555

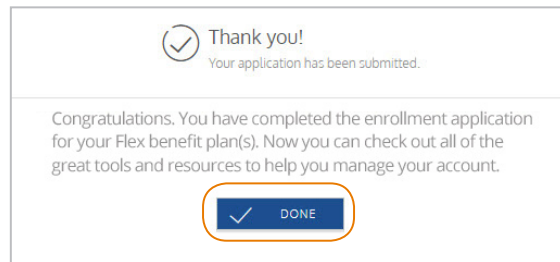
Relationship: Spouse Or Common Law Spouse

Address: 4444 s. state street, chicago, 60634 US

[EDIT DEPENDENT DEMOGRAPHIC INFORMATION](#)

[DELETE DEPENDENT DEMOGRAPHIC INFORMATION](#)

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



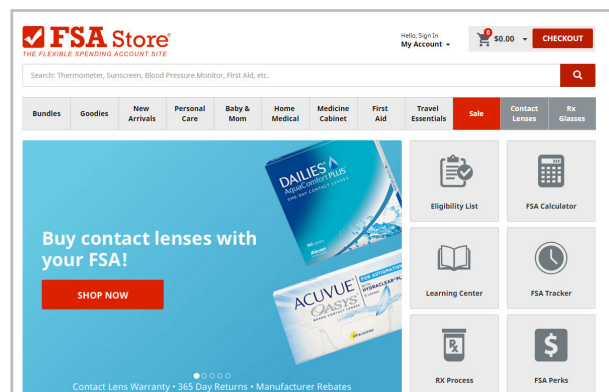
Resources

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