



IMPORTANT - NEW FSA VENDOR INFORMATION

Welcome to PayFlex, your new Reimbursement Account administrator. PayFlex has been administering Reimbursement Accounts since 1987 and is one of the largest processors in the country.

This letter is to provide you with information on how to utilize your Healthcare and/or Dependent Care Flexible Spending Account(s), assist you in filing claims for reimbursement and different ways for you to gain access to your account information.

- ◆ **Claims Processing:** Claims can be received electronically, via fax or mail. If you haven't elected direct deposit, we will mail your check reimbursements to your home address. Claim and direct deposit forms can be downloaded from www.payflex.com.
- ◆ **Online Account Access:** Obtain your plan information by registering at www.mypayflex.com. You will be able to access the following:
 - File an electronic claim using Express Claims Service
 - Your account balance
 - Claim and direct deposit forms
 - Participant reimbursement history & checks issued
 - List of eligible expenses including over-the-counter medicines
- ◆ **Customer Service:** www.mypayflex.com is designed to provide you with the necessary information you may want to know about your flexible spending account(s). Should you need to speak to a customer service representative, we can be reached at (800) 284.4885 from 7:00 am – 5:00 pm CST, Monday through Friday. Beginning January 1, 2008, we will be offering expanded customer service hours from 7:00 am – 7:00 pm CST.

We look forward to offering you the best in flexible spending administration. Please take a few moments to familiarize yourself with our web site! We are sure you will find our services make participation in these plans easy!!