

Since you've enrolled in the Flexible Spending Account you may be receiving two Prepaid Benefit Cards at your home address for you and your family members to use. The cards will arrive in a special envelope that looks like this – so please don't throw it out!

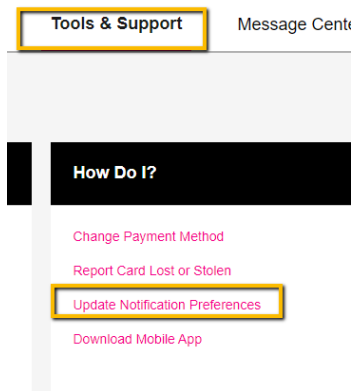
With the card, you don't have to pay cash up front, file claims and wait for reimbursement.

Accessing your account is ...

- Easy – a simple swipe of the card makes it hassle free!
- Automatic – funds are immediately transferred from your FSA at the time you incur the expenses
- Convenient – there are no manual claim forms to submit
- Simple to track – your current balance is available 24/7 at www.isolvedbenefitservices.com



Note: The Benefit Card expires after five years. There is a **\$5.00 replacement fee** if the card is destroyed prior to the expiration date, lost/stolen, additional cards requested or not received.



If you would like to know when your card is mailed, access the [Participant Online Portal](#), select **Tools & Support, Update Notification Preference**.

Here you have the option of setting up how you will receive information regarding your account(s), including checking the box to receive alerts under **Debit Card**, when Debit Card has been mailed. You select to be notified via either Email or Text message.

STATEMENT PREFERENCES ALERT PREFERENCES

Online Paper Email Text

STATEMENTS				
CLAIMS				
PAYMENTS				
DEBIT CARD				
Debit Card has been mailed	-	-	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Debit Card follow up notice has been sent <i>Automatically alert when a debit card follow up notice has been sent about one of your purchases. Helps to quickly know when a receipt needs to be supplied</i> <i>Automatically emailed based on whether or not you have an email address</i>	Available	Not Mailed	Emailed	<input type="checkbox"/>

Additionally on this page, participants can also set up to receive an Email or text message for claim information including when it has been filed, processed or denied along with when payments have been issued out of your account.

If you have any questions regarding your Prepaid Benefits Card, please feel free to contact our participant support team at 866-370-3040 or via email at fsa@isolvedhcm.com.