



# Welcome to the new ProBenefits

## You are very important to us

That's why our new system was designed with you in mind. We want to offer you the best possible benefit experience, with a new app, new web portal, and the same expertise, accessibility, and integrity you have come to expect from us.

### So what can you expect from our new system?

We have a lot of exciting and positive changes to share with you! For one thing, there's our new mobile app. It makes it fast and easy to file a claim, view real-time account balances, and even access an eligible expense barcode scanner. The new system also has some debit card improvements, if offered by your plan - for example, you can now use your debit card for dependent care payments, if you elect that benefit.

### What hasn't changed?

Our dedication to providing knowledgeable, caring service to you every time you interact with us. That's the benefit of trust.

*Read on for important details about changes to the system, timelines you'll want to be aware of, and how to access your new account.*

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# Accessing your account

## Logging in to your new account

You can access your new ProBenefits Portal at <https://my.ProBenefits.com>. Click "Create your new username and password" under "New User?" on the right to set up your account. Once logged in, you can file a claim, see real-time account balances, add or change your direct deposit and contact info, view your recent transactions, and more.

## Mobile app

Once you have a username and password set up, you can also access your account through the new ProBenefits mobile app. Just search for ProBenefits on the App Store or Google Play, and download the app with the yellow apple icon. If you have our old app, labeled ProBenefits Mobile with our old logo, you can delete it after March 31st. Like the web portal, the app offers real-time account balances, the ability to file claims, and other account management options. It also offers an Eligible Expense Scanner, which allows you to scan the barcode of an item and determine if it's eligible for reimbursement from your Medical FSA or HSA. You can even sign up for text alerts to be notified of important account information and activity.



## New debit cards *(if offered by your plan)*

Your old MasterCard will be replaced with new Visa debit cards. If you are a participant in an eligible benefit, you will automatically receive two new Visa debit cards, both in the participant's name; there's no need to submit a request for cards. The participant can use one card, and a dependent can use the other.

Your new cards will be on the way soon! You should receive them around the time your new plan year begins. Just call the number on the card sticker to activate them. As soon as your plan is set up and the new plan year begins, your new Visa debit cards will be ready to use.



If you have a Dependent Care FSA, you can now use the ProBenefits debit card to pay for those expenses. You'll need to check the app or web portal to see how much you have available to swipe, since Dependent Care funds are only available as you contribute them. The card will work at a variety of dependent care vendors. Please save your documentation, as you will likely need to submit it for verification.

While, for security reasons, you'll no longer be able to reply to card documentation request emails with your information attached, you can quickly and securely submit requested documentation for debit card claims that aren't automatically approved. When you receive a debit card documentation request, just log in to the web portal or the app and look for Tasks to upload your information.

## Filing claims

The best ways to file reimbursement claims in our new system are through the web portal at [my.probenefits.com](https://my.probenefits.com), and on the new mobile app. These methods are much more secure than emailing or faxing your claims, and are very quick and easy to use. On the portal and on the app, just log in, look for the section that says "I want to," choose "File A Claim," and follow the steps to complete your submission. (Note that you'll need to be sure to file claims on the new portal and new app beginning April 1st.)

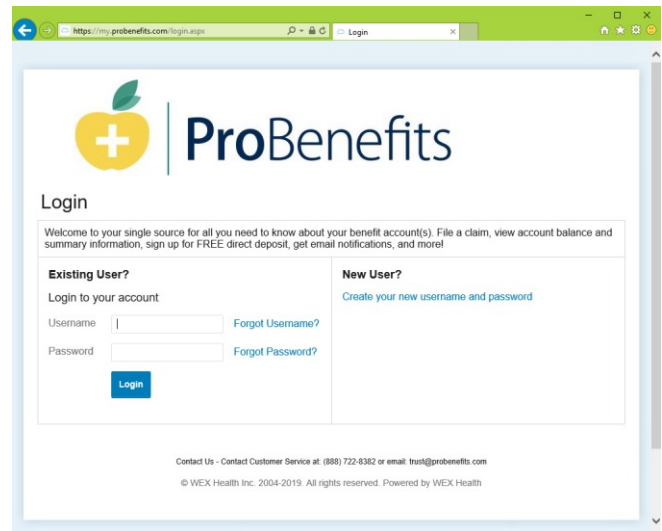
# Frequently Asked Questions

## What do I need to do? Do I need to transfer my account information and request new cards, or fill out any new forms?

Nope! All your account information will be transferred from our old system to the new for you, and if your plan offers debit cards and you participated in the plan year ending 3/31/19 or you made a new election for the plan year beginning 4/1/19, new Visa debit cards will be automatically requested for you. All you need to do is log in to the new portal, and download the new mobile app (and delete the old app after March 31st), and activate your new cards when you receive them (if applicable).

## When can I start logging in to the new web portal and app?

Your account is live in the new system now! Feel free to go ahead and create your new login at <https://my.probenefits.com> and check out the new portal, and download the new mobile app and get logged in with your new username and password. Your new plan year information will be loaded as soon as your plan is set up in our system, and your prior plan year balances will be available in the new system by April 8th.



## I used to be able to just hit reply and send you my card documentation when I got documentation request emails. Why doesn't that work any more?

Unfortunately, emailing your private health information just isn't secure. But the new system allows you to easily and securely upload your requested debit card documentation right to the associated transaction, without having to fill out a claim form. It's especially easy on the mobile app - when you get a documentation request, just log in on the app (you can even use Touch ID to log in with your fingerprint after you log in the first time, if available on your mobile device, rather than having to remember your username and password every time); look for the documentation request in your Tasks, and snap a picture of your receipts to upload.

## I got new Visa debit cards but I didn't make an election for the new plan year. What do I do with these?

In order to get cards to everyone in a timely manner, we ordered them for everyone who had an election for the prior plan year, before we received the information about new plan year elections. If you have funds left from the plan year just ended, and your plan offers carry over, then those funds will be available on your card by April 8th. If not, just keep the cards in a safe place in case you decide to elect next year.

## Who do I contact if I have questions?

We're here to help! Just complete the Contact Us form on our website ([www.ProBenefits.com](http://www.ProBenefits.com)), or email us at [Trust@ProBenefits.com](mailto:Trust@ProBenefits.com).

# Transition timeline

## Some important dates to keep in mind:

**Now:** You can go ahead and create your new login to the new web portal at <https://my.probenefits.com>, and download the new mobile app with the yellow apple icon and get logged in with your new username and password.

**3/31/19:** If your plan offers debit cards, your MasterCard will stop working at the end of the day on the last day of your current plan year, March 31st.

**4/1/19:** If your plan offers debit cards, your new Visa cards (white with yellow apple) will be loaded with your new plan year balances on April 1st, or as soon as setup for your new plan year is complete, if it's not quite ready on April 1st. You'll also be able to start filing new plan year claims.

**4/8/19:** There will be a brief period after March 31st when your prior year balances are not available to be claimed or carried over (if offered by your plan), while we transfer them to the new system. Prior year balances will be available to be claimed on the new portal by April 8th or before. You can keep an eye on the app to see when your balances are loaded. Don't worry - you will still have plenty of time still to submit claims for the prior plan year.



# ProBenefits

*The benefit of trust.*

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