



Very Important Transition Dates

For all plans:

4/25/19 – 5/1/19: Your data will be migrated to the new system. You can still submit claims on the old web portal and mobile app until the transition is complete. Claim reimbursement payments will not be interrupted.

For plans with debit cards:

4/22/19: Your old MasterCard will stop working at 11:59 pm. This will allow all transactions to process and download prior to data migration, to ensure your balances are correct on the new system.

5/1/19: Your new Visa debit cards will be loaded with your balance on May 1st or before. Watch our social media channels for an announcement when cards are ready to go.

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ProBenefits system upgrades What you need to know

At the end of April, we're moving to a new and improved administration system. We're excited to show you the new system, and the benefits it brings! We'll send you some more detailed information soon, but here's a short list of some things to keep in mind for now.

1. There's a shiny new web portal.

Once the transition is complete at the end of April, you'll access your account at <https://my.probenefits.com>. (You'll also be able to get there from a link on our regular website at www.probenefits.com.) More information about logging in is coming soon.

2. You'll want to download our great new mobile app; just search for ProBenefits and look for the yellow apple icon in the App Store or on Google Play.

You'll need to delete the old app (labeled ProBenefits Mobile) at the end of April. The new app makes it very easy to file claims, submit requested card documentation (if applicable), and see real-time account balances and claims submitted. You can even log in with Touch ID if your phone has that capability.

3. You'll get new Visa debit cards in the mail (if offered by your plan).

If you are a participant in an eligible benefit, you'll automatically receive two new cards. Both cards will have your name on them, but a spouse or dependent can sign and use one.