



## CLIENT NOTICE

From Your HR Partners at Engage PEO

January 15, 2019

Beginning January 1, 2019, Engage moved to a new provider for all employee Flexible Spending Accounts: *PayFlex*. During the transition, it was discovered that employees were not able to request reimbursement of their 2018 Parking or Transit transactions from Engage's previous provider *eflex*. Engage took immediate steps to facilitate the transfer of all remaining *eflex* balances to PayFlex. This will allow employees to have access to both 2018 and 2019 funds right away rather than waiting until the run out period ending March 31, 2019.

- For employees who have elected commuter benefits for 2019, PayFlex has confirmed that remaining 2018 funds will be deposited into employees' accounts by close of business on Thursday, January 17.
- For employees who did not elect commuter benefits for 2019, PayFlex will need an additional seven (7) business days to create employee accounts, mail new debit cards and transfer the 2018 balances.

Employees can register for all of their Flexible Spending and Health Savings Account needs at [www.payflex.com](http://www.payflex.com) or by downloading the app in the App store or Google play. Employees can reach PayFlex directly at 844-PAYFLEX (844-729-3539).

We apologize for any inconvenience.

Sincerely,

The Engage PEO Benefits Team

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