



# 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 add or change your direct deposit and contact info, and (once the data on the new platform is live, on May 1 or before) file a claim, see real-time account balances, view your recent transactions, and more. Our public website, [www.ProBenefits.com](http://www.ProBenefits.com), is also getting a facelift very soon. From old site or new, you can also click "My Account" in the upper right to access the Portal.

## 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, Inc. 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 April 30th. 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 end of April. Just call the number on the card sticker to activate them. As soon as your data is transferred to the new system, 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](http://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 old portal and app prior to the time the data transition is complete, around May 1st, and on the new portal and new app after that.)

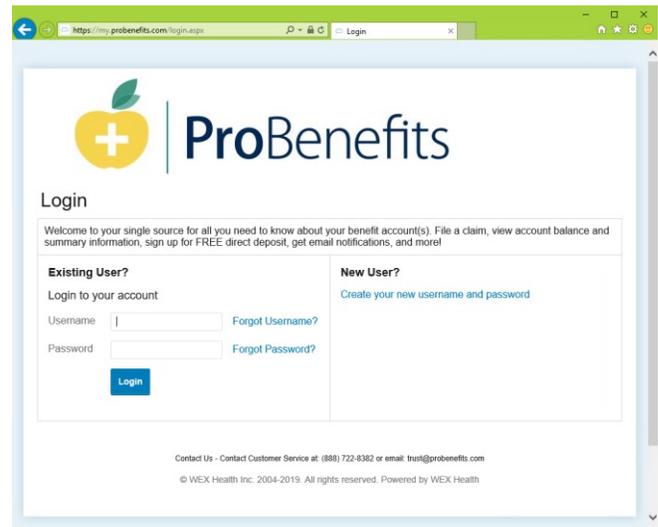
# Frequently Asked Questions

## 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 are a participant in an eligible benefit, 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 April 30th), 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. You'll see your plan year and election, but no claims or payments. Don't worry! Claims and payments are the last pieces of data we'll transfer over. Just continue filing claims on the old portal until April 30th.



## 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.

## 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. Continue to file claims on the old portal and old app.

**4/22/19:** If your plan offers debit cards, your MasterCard will stop working at 11:59 pm on Monday, April 22nd. This will allow all pending transactions to be posted by the merchant and processed through our system, ensuring that we transfer an accurate account balance for you to the new system.

**4/24/19:** If your plan offers weekly reimbursement payments, any pending reimbursements will be released to your bank as usual.

**4/25/19:** Continue submitting your claims through the old portal and the old app. Claims received during this time will be held for entry once the new system is live, so you may not see the claim entered on your account for a few days.

**5/1/19:** If your plan offers debit cards, your new Visa cards (white with yellow apple) will be loaded with your new plan year balances no later than May 1st, and hopefully before. Watch our social media accounts and website for an alert that the new cards are loaded with balances and ready to go. You'll also be able to start filing claims in our new system. From this point forward, you'll use the new system for claims for all dates of service.



# ProBenefits

*The benefit of trust.*

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