

YOUR CONEXIS ONLINE ACCOUNT



Flexible Spending Account



877.CONEXIS | WWW.CONEXIS.COM

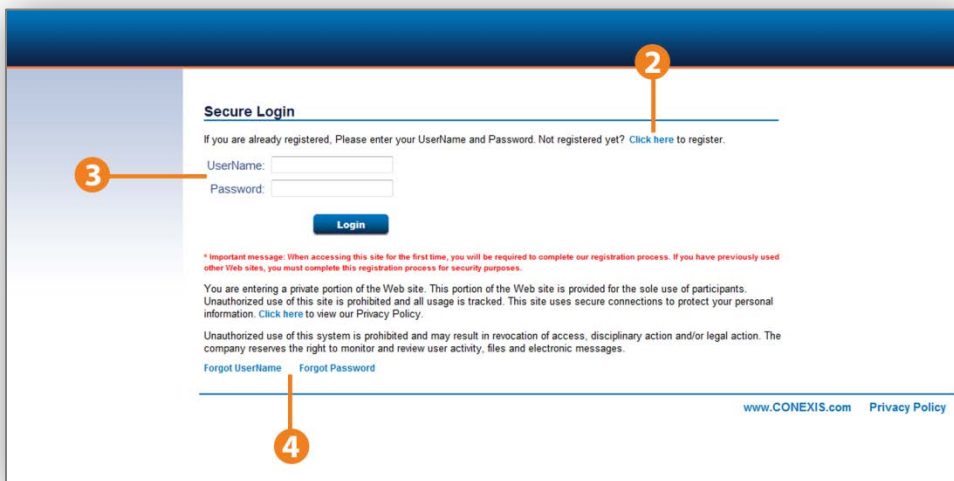
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Please note: This guide is intended as a simple overview for using your online account. It does not cover every detail of the website.

Login

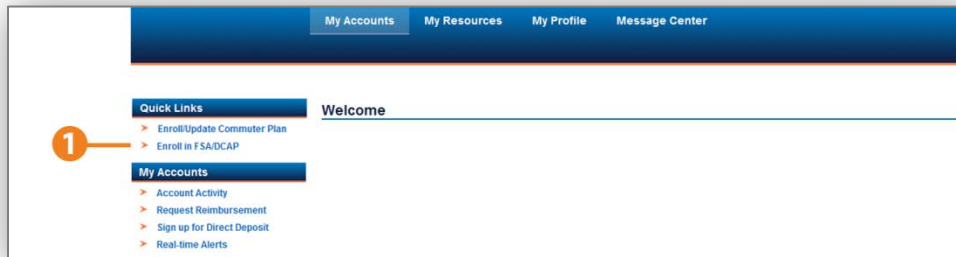


- 1 Visit our public website at www.conexis.com to log in to your account, or go directly to the login page at mybenefits.conexis.com.



- 2 Not registered with CONEXIS? Get started here.
- 3 If registered, enter your username and password to access your account.
- 4 Retrieve a forgotten username or password here.

Enrollment



My Accounts My Resources My Profile Message Center

1 Quick Links

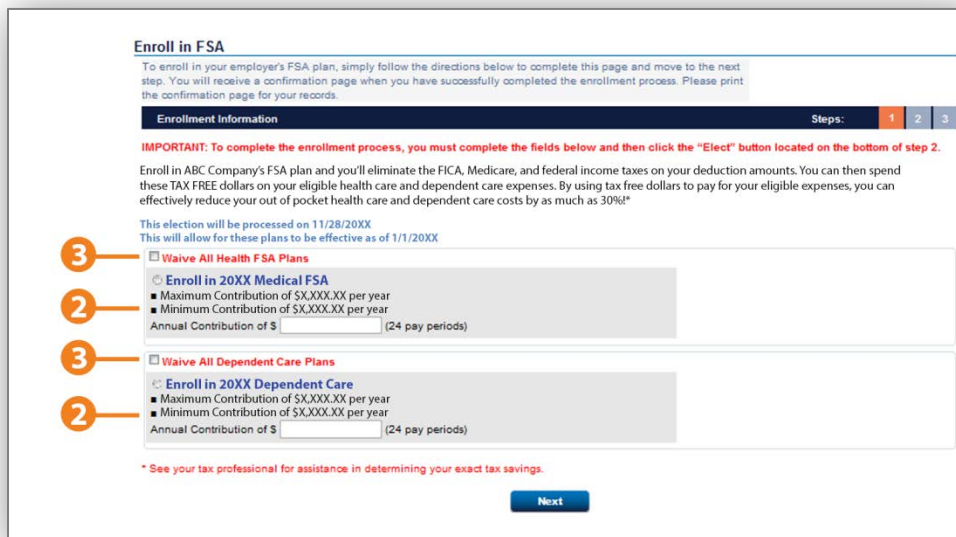
- Enroll/Update Commuter Plan
- Enroll in FSA/DCAP

My Accounts

- Account Activity
- Request Reimbursement
- Sign up for Direct Deposit
- Real-time Alerts

Welcome

- 1 When logged in, you can enroll in an FSA. If your employer sends us all of the necessary information for your FSA enrollment, skip to page [6](#).



Enroll in FSA

To enroll in your employer's FSA plan, simply follow the directions below to complete this page and move to the next step. You will receive a confirmation page when you have successfully completed the enrollment process. Please print the confirmation page for your records.

Enrollment Information Steps: 1 2 3

IMPORTANT: To complete the enrollment process, you must complete the fields below and then click the "Elect" button located on the bottom of step 2.

Enroll in ABC Company's FSA plan and you'll eliminate the FICA, Medicare, and federal income taxes on your deduction amounts. You can then spend these TAX FREE dollars on your eligible health care and dependent care expenses. By using tax free dollars to pay for your eligible expenses, you can effectively reduce your out of pocket health care and dependent care costs by as much as 30%.*

This election will be processed on 11/28/20XX
This will allow for these plans to be effective as of 1/1/20XX

3 ☐ Waive All Health FSA Plans

2 ☒ Enroll in 20XX Medical FSA

- Maximum Contribution of \$XXXX.XX per year
- Minimum Contribution of \$X,XXX.XX per year
- Annual Contribution of \$ (24 pay periods)

3 ☐ Waive All Dependent Care Plans

2 ☒ Enroll in 20XX Dependent Care

- Maximum Contribution of \$XXXX.XX per year
- Minimum Contribution of \$X,XXX.XX per year
- Annual Contribution of \$ (24 pay periods)

* See your tax professional for assistance in determining your exact tax savings.

Next

- 2 Select the FSA plan you want and enter your election amount. Once done, click **Next**.
- OR**
- 3 Select **Waive** if you do not want to enroll in one of the FSA plans. Click **Next**.

Confirmation

Enroll in FSA

To enroll in your employer's FSA plan, simply follow the directions below to complete this page and move to the next step. You will receive a confirmation page when you have successfully completed the enrollment process. Please print the confirmation page for your records.

Elect Reimbursement Account Plans Steps: 1 2 3

IMPORTANT: To complete the enrollment process, you must complete the fields below and then click the "Elect" button located on the bottom of step 3.

Confirm Reimbursement Account Plan Enrollment

Plan Type	Plan Name	Annual Election	Election Date	Effective Date	Action
DependentCareFSA	20XX Dependent Care	\$0.00	11/28/20XX	1/1/20XX	Waive
HealthFSA	20XX Medical FSA	\$0.00	11/28/20XX	1/1/20XX	Waive

This election will be processed on 11/28/20XX
This will allow for these plans to be effective as of 1/1/20XX

I have reviewed the terms of the ABC Company FSA Plan. I understand that I may elect coverage under any or all of the previous components. I understand that the premiums for the coverage will be deducted from my compensation on a pre-tax basis and the deductions cannot be changed until the next plan year unless I have a qualified change in status.* I have read and agree to the terms of participation in this plan.

I agree that the above statement is true and correct: ☐

*Your employer may restrict mid-year election changes through plan design. Please see your summary plan description for specific rules governing your plan.

[Previous](#) [Next](#)

- 1 Verify all FSA details.
- 2 Read the confirmation statement and agree to the terms by entering your initials, then click **Next**.

Enroll in FSA

To enroll in your employer's FSA plan, simply follow the directions below to complete this page and move to the next step. You will receive a confirmation page when you have successfully completed the enrollment process. Please print the confirmation page for your records.

Enrollment Confirmation Steps: 1 2 3

Confirmation Page

IMPORTANT: Please print and retain this confirmation page for your records. This is confirmation of your election for the upcoming plan year. Your new election amount(s) will not be viewable online until the first day of your new plan year.

Name Jane Doe Social Security Number *****XXX
Address 123 Street City, State 12345 HireDate 11/1/20XX
Birth Date 1/1/19XX
Effective Date 1/1/20XX
Confirmation ID XXXX

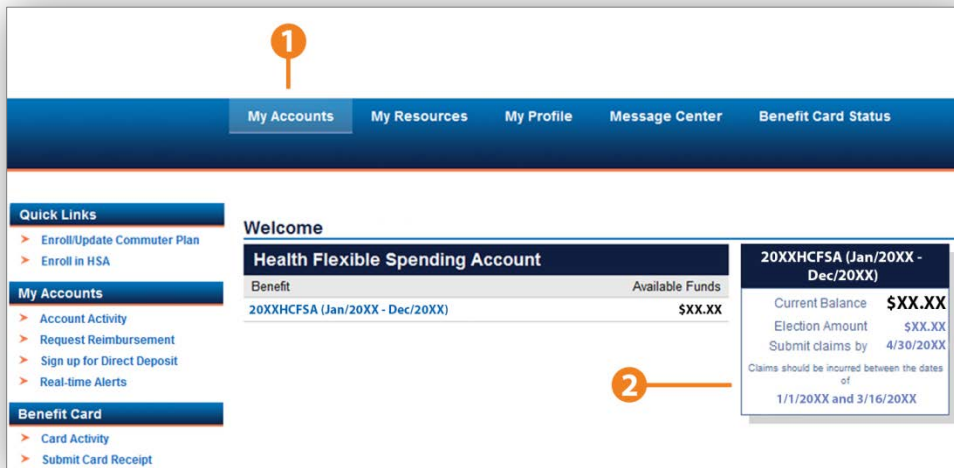
Plan Type	Plan Name	Annual Contribution	Election Date	Effective Date	Action
DependentCareFSA	20XX Dependent Care	\$0.00	11/28/20XX	1/1/20XX	Waive
HealthFSA	20XX Medical FSA	\$0.00	11/28/20XX	1/1/20XX	Waive

It is suggested that you print this page and keep a copy for your records.

[Previous](#) [Next](#) [Cancel](#)

- 3 Double-check your information.
- 4 If everything is correct, click **Elect**. This completes your FSA enrollment. If needed, print a copy of this webpage for your records.

My Accounts



1 My Accounts

Quick Links

- > Enroll/Update Commuter Plan
- > Enroll in HSA

My Accounts

- > Account Activity
- > Request Reimbursement
- > Sign up for Direct Deposit
- > Real-time Alerts

Benefit Card

- > Card Activity
- > Submit Card Receipt

Welcome

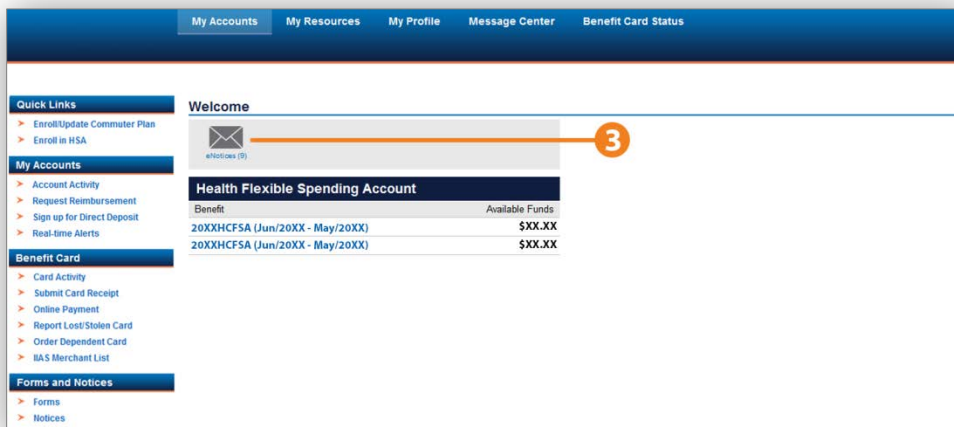
Health Flexible Spending Account

Benefit	Available Funds
20XXHCFS (Jan/20XX - Dec/20XX)	\$XX.XX

20XXHCFS (Jan/20XX - Dec/20XX)

Current Balance	\$XX.XX
Election Amount	\$XX.XX
Submit claims by	4/30/20XX
Claims should be incurred between the dates of 1/1/20XX and 3/16/20XX	

- Once enrolled and logged in, you'll see the **My Accounts** page. This is also your FSA account home page. Here you can view a summary of your account.
- For a quick look at your plan information for the year, simply hover over the plan name (highlighted in blue) and a pop-up box will appear.



My Accounts **My Resources** **My Profile** **Message Center** **Benefit Card Status**

Quick Links

- > Enroll/Update Commuter Plan
- > Enroll in HSA

My Accounts

- > Account Activity
- > Request Reimbursement
- > Sign up for Direct Deposit
- > Real-time Alerts


Benefit Card

- > Card Activity
- > Submit Card Receipt
- > Online Payment
- > Report Lost/Stolen Card
- > Order Dependent Card
- > BAS Merchant List

Forms and Notices

- > Forms
- > Notices

Welcome

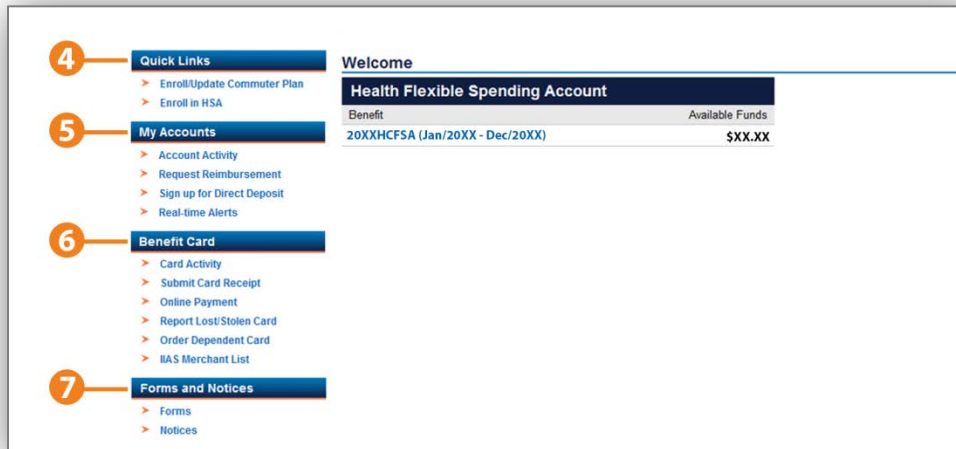
 Notices (0)

Health Flexible Spending Account

Benefit	Available Funds
20XXHCFS (Jun/20XX - May/20XX)	\$XX.XX
20XXHCFS (Jun/20XX - May/20XX)	\$XX.XX

3

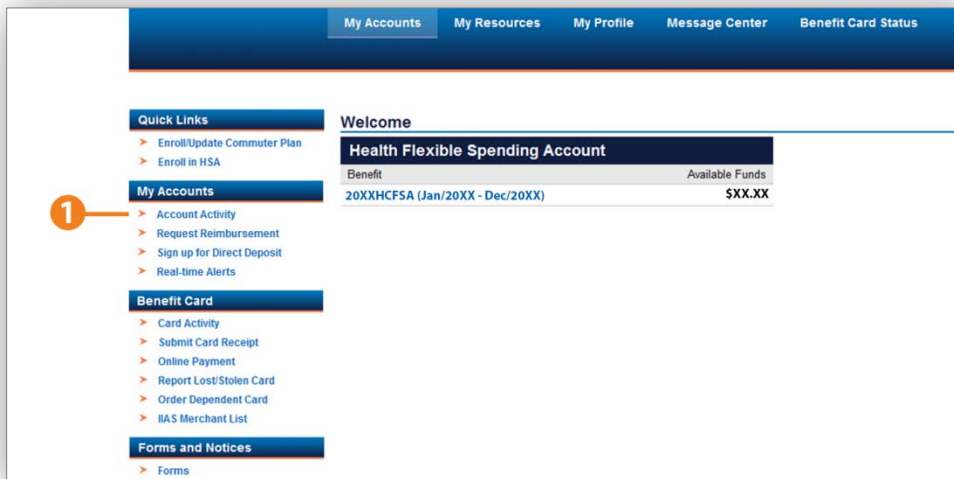
- If you have important notices about your account or account activity, an envelope image appears on your home page. Clicking on the envelope takes you to the Notices webpage. For details, see the Notices section of this guide.



The sidebar menu on the left allows you to easily access the following:

- 4 **Quick Links** – View other plan options offered by your employer, if available.
- 5 **My Accounts** – See your account details, request reimbursements, sign up for direct deposit, and enroll in Real-time Alerts.
- 6 **Benefit Card** – View your card activity, submit card receipts, make online payments, report a lost or stolen card, order a dependent card, and see a list of participating card merchants.
- 7 **Forms and Notices** – Find forms you may need and read important account notices.

Account Activity



My Accounts | My Resources | My Profile | Message Center | Benefit Card Status

Quick Links

- Enroll/Update Commuter Plan
- Enroll in HSA

My Accounts

- Account Activity
- Request Reimbursement
- Sign up for Direct Deposit
- Real-time Alerts

Benefit Card

- Card Activity
- Submit Card Receipt
- Online Payment
- Report Lost/Stolen Card
- Order Dependent Card
- IAS Merchant List

Forms and Notices

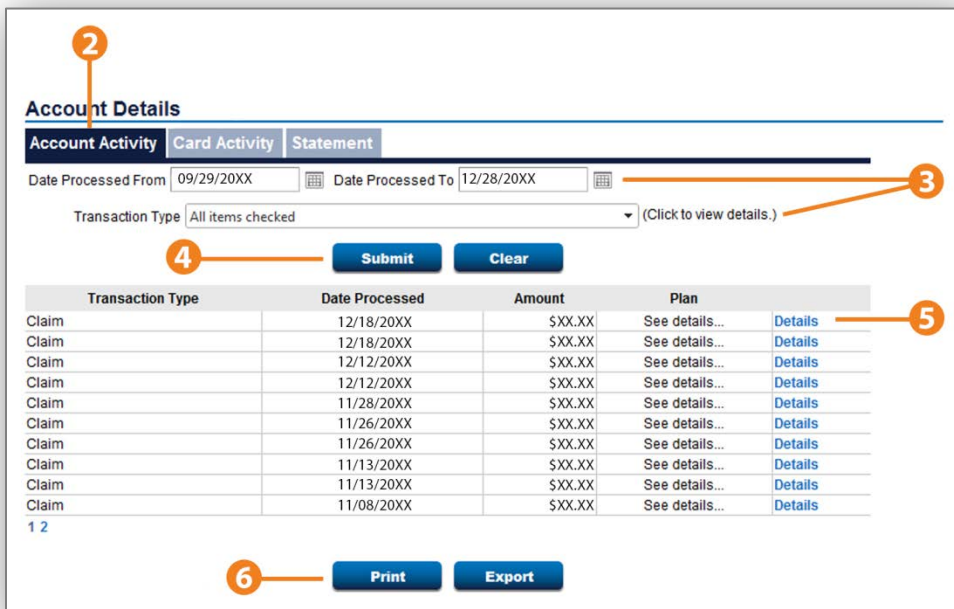
- Forms

Welcome

Health Flexible Spending Account

Benefit	Available Funds
20XXHCFSA (Jan/20XX - Dec/20XX)	\$XX.XX

- 1 View details of your account.



Account Details

Account Activity | Card Activity | Statement

Date Processed From: 09/29/20XX Date Processed To: 12/28/20XX

Transaction Type: All items checked (Click to view details.)

Submit **Clear**

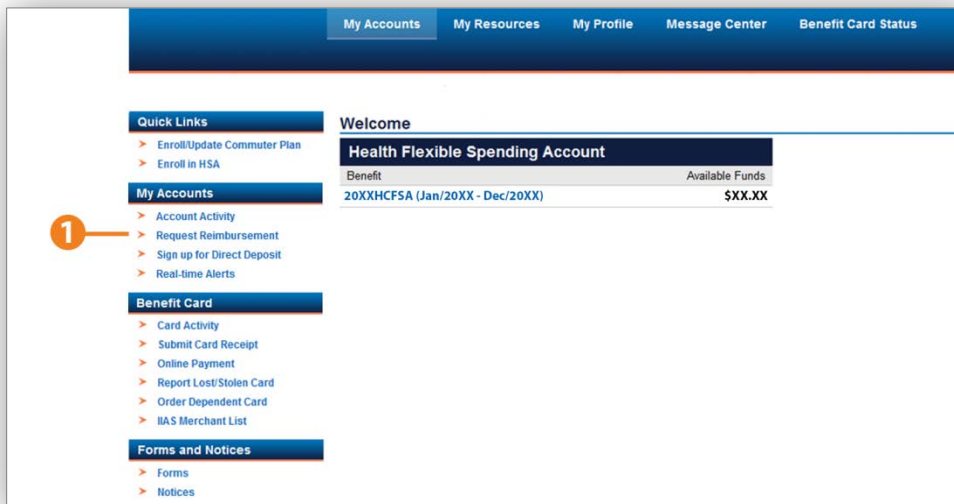
Transaction Type	Date Processed	Amount	Plan
Claim	12/18/20XX	\$XX.XX	See details... Details
Claim	12/18/20XX	\$XX.XX	See details... Details
Claim	12/12/20XX	\$XX.XX	See details... Details
Claim	12/12/20XX	\$XX.XX	See details... Details
Claim	11/28/20XX	\$XX.XX	See details... Details
Claim	11/26/20XX	\$XX.XX	See details... Details
Claim	11/26/20XX	\$XX.XX	See details... Details
Claim	11/13/20XX	\$XX.XX	See details... Details
Claim	11/13/20XX	\$XX.XX	See details... Details
Claim	11/08/20XX	\$XX.XX	See details... Details

1 2

Print **Export**

- 2 Click the **Account Activity**, **Card Activity** or **Statement** tab.
- 3 Select the dates and transaction type for the details that you'd like to see.
- 4 Click **Submit** to continue or **Clear** to enter different dates or transaction type.
- 5 For even more information on a transaction, click **Details**.
- 6 **Print** or **Export** (download into a Microsoft Excel document) any of these details to keep for your records.

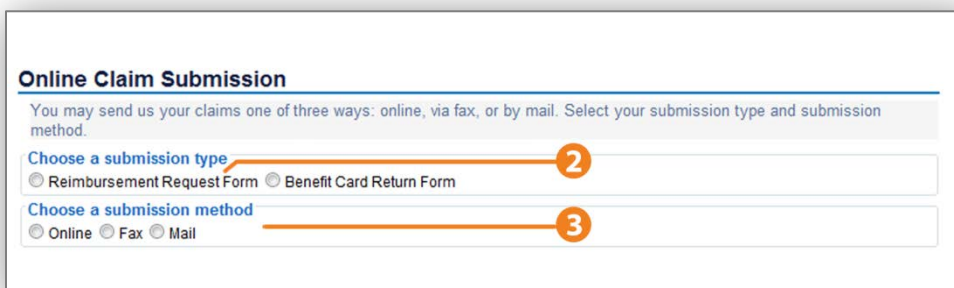
Request Reimbursement



The screenshot shows the CONEXIS user interface. At the top is a navigation bar with links: My Accounts, My Resources, My Profile, Message Center, and Benefit Card Status. On the left is a sidebar with several sections: Quick Links, My Accounts, Benefit Card, and Forms and Notices. The 'My Accounts' section is expanded, and the 'Request Reimbursement' link is highlighted with a red circle and the number 1. The main content area shows a 'Welcome' message and a 'Health Flexible Spending Account' summary table.

Health Flexible Spending Account	
Benefit	Available Funds
20XXHCFS (Jan/20XX - Dec/20XX)	\$XX.XX

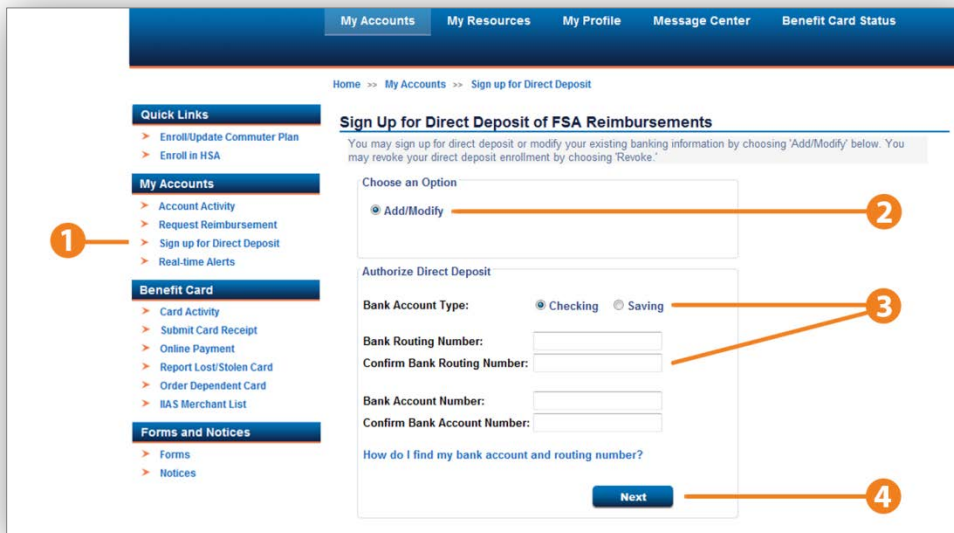
- 1 Submit a claim for reimbursement.



The screenshot shows the 'Online Claim Submission' form. It has a title 'Online Claim Submission' and a subtitle 'You may send us your claims one of three ways: online, via fax, or by mail. Select your submission type and submission method.' Below the subtitle are two sections. The first section, 'Choose a submission type', has two radio buttons: 'Reimbursement Request Form' (selected) and 'Benefit Card Return Form'. The second section, 'Choose a submission method', has three radio buttons: 'Online' (selected), 'Fax', and 'Mail'. Red circles with numbers 2 and 3 are next to the 'Reimbursement Request Form' and 'Online' options respectively.

- 2 Under submission type, select **Reimbursement Request Form**.
- 3 Select a submission method. Then simply follow the instructions to upload, fax, or mail your supporting documentation with the selected form.

Direct Deposit



- 1 Click here to sign up for direct deposit for claims reimbursement.
- 2 Select an action from **Choose an Option**.
- 3 Choose checking or savings, and then enter and verify your bank information.
- 4 When finished, click **Next**.

[My Accounts](#)
[My Resources](#)
[My Profile](#)
[Message Center](#)
[Benefit Card Status](#)

[Home](#) >> [My Accounts](#) >> [Sign up for Direct Deposit](#)

Quick Links

- Enroll/Update Commuter Plan
- Enroll in HSA

My Accounts

- Account Activity
- Request Reimbursement
- Sign up for Direct Deposit
- Real-time Alerts

Benefit Card

- Card Activity
- Submit Card Receipt
- Online Payment
- Report Lost/Stolen Card
- Order Dependent Card
- IAS Merchant List

Forms and Notices

- Forms
- Notices

Sign Up for Direct Deposit of FSA Reimbursements

Please review all the information on this page. If you agree with the authorization for direct deposit (ACH Credits) or you are revoking the authorization you agreed upon previously continue to the next page by agreeing to the terms and submitting your information.

AUTHORIZATION AGREEMENT for Direct Deposit (ACH Credits)

Company Name: ABC Company
Company ID Number: XXX

I (we) hereby authorize CONEXIS, hereinafter called COMPANY, to initiate credit entries to my (our) checking shown below at the depository financial institution named below, hereinafter called DEPOSITORY. This authorization is for deposit of the dollar amount of eligible and verified claims submitted against my (our) flexible benefits plan. I (we) further authorize COMPANY to reverse any credit entry made in error to my (our) account at the below named DEPOSITORY.

This authorization applies to the account provided.

Bank Name: Not Available
Bank Routing Number: *****XXX
Bank Account Number: *****XXX

The authorization is to remain in full force and effect until COMPANY has received notification via the Web site or in writing from me (or either of us) of its termination in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it. COMPANY may terminate this option at any time, as authorized by applicable law. I understand that this is for the reimbursements from my employer-sponsored flexible benefits plan.

All other terms and conditions of my (our) insurance coverage remain as explained in the policy notification(s) previously provided to me (us).

Name(s): John Doe
ID Number: XXXXXXX
Email Address: jdoe@conexis.com
Authorization Date: 12/18/20XX

I attest that I am an authorized signatory for the account given above and may be subject to prosecution for fraud if I provide false information.

Please print and retain a copy of this authorization for your records.

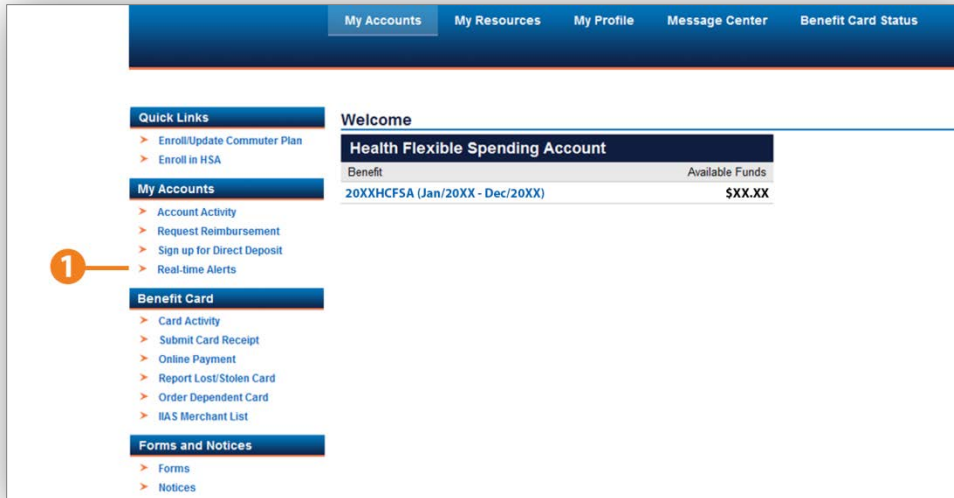
☒ have read and agree with the above terms

[Previous](#)
[Submit](#)

- 5 Review your Authorization Agreement and then check the box if you agree to the terms.
- 6 Click **Submit** to complete your enrollment in direct deposit and see your confirmation page. Or click **Previous** to go back a page.

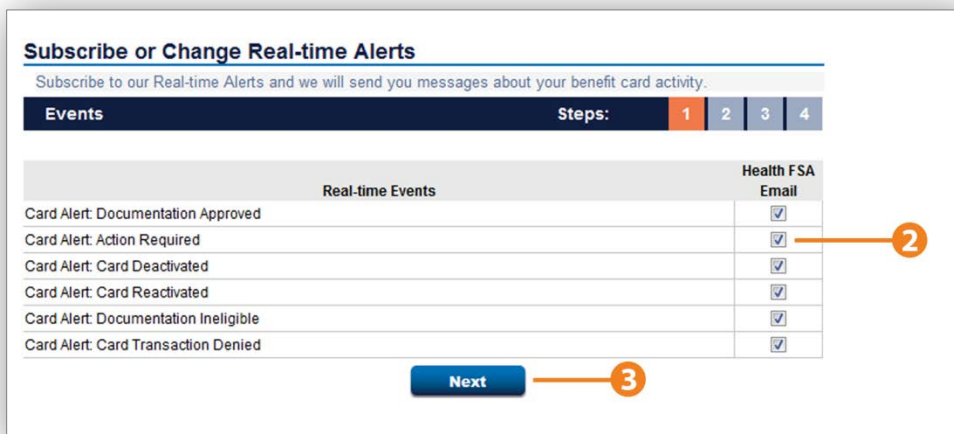
Real-time Alerts

Subscribe to Real-time Alerts to receive messages about your benefit card activity.



The screenshot shows the CONEXIS user interface. The top navigation bar includes 'My Accounts', 'My Resources', 'My Profile', 'Message Center', and 'Benefit Card Status'. The left sidebar contains several sections: 'Quick Links' (with links to Enroll/Update Commuter Plan, Enroll in HSA, etc.), 'My Accounts' (with links to Account Activity, Request Reimbursement, Sign up for Direct Deposit, and Real-time Alerts), 'Benefit Card' (with links to Card Activity, Submit Card Receipt, Online Payment, Report Lost/Stolen Card, Order Dependent Card, and IAS Merchant List), and 'Forms and Notices' (with links to Forms and Notices). The 'Real-time Alerts' link in the 'My Accounts' section is highlighted with a red circle and the number 1.

- 1 Sign up for Real-time Alerts or change previous subscriptions.



The screenshot shows the 'Subscribe or Change Real-time Alerts' page. It includes a header 'Subscribe or Change Real-time Alerts' and a sub-header 'Subscribe to our Real-time Alerts and we will send you messages about your benefit card activity.' Below this is a 'Steps' progress bar with four steps: 1 (active), 2, 3, and 4. The main content area is a table with the following structure:

Real-time Events	Health FSA Email
Card Alert: Documentation Approved	<input checked="" type="checkbox"/>
Card Alert: Action Required	<input checked="" type="checkbox"/>
Card Alert: Card Deactivated	<input checked="" type="checkbox"/>
Card Alert: Card Reactivated	<input checked="" type="checkbox"/>
Card Alert: Documentation Ineligible	<input checked="" type="checkbox"/>
Card Alert: Card Transaction Denied	<input checked="" type="checkbox"/>

At the bottom of the table is a 'Next' button. A red circle with the number 2 points to the checkboxes in the 'Health FSA Email' column, and a red circle with the number 3 points to the 'Next' button.

- 2 To sign up for Real-time Alerts, choose which alerts you'd like to receive.
- 3 Click **Next**.

Subscribe or Change Real-time Alerts

Subscribe to our Real-time Alerts and we will send you messages about your benefit card activity.

Contact Information Steps: 1 2 3 4

For Email:

☐ Use the email address attached to my account:

☒ Add a new email address:

4

[Previous](#) [Next](#) [Cancel](#)

- 4 Verify the address on the account or add an alternate email address for your alerts. Click **Next**.

Subscribe or Change Real-time Alerts

Subscribe to our Real-time Alerts and we will send you messages about your benefit card activity.

Certification Steps: 1 2 3 4

Real-time Alerts Certification:

- I am the primary account holder or authorized individual for the account.
- I authorize CONEXIS to send me electronic Real-time alerts regarding my account.

☐ I agree to the terms above.

5

[Previous](#) [Next](#) [Cancel](#)

- 5 Check the box if you agree to the terms. Click **Next**.

Subscribe or Change Real-time Alerts

Subscribe to our Real-time Alerts and we will send you messages about your benefit card activity.

Confirm Enrollment Steps: 1 2 3 4

Real-time Events	Health FSA Email
Card Alert: Documentation Approved	✓
Card Alert: Action Required	✓
Card Alert: Card Deactivated	✓
Card Alert: Card Reactivated	✓
Card Alert: Documentation Ineligible	✓
Card Alert: Card Transaction Denied	✓

Email: jdoe@conexis.com

[Previous](#) [Finish](#) [Cancel](#)

6

- 6 Confirm your information, and then click **Finish**.

Benefit Card Card Activity



My Accounts My Resources My Profile Message Center Benefit Card Status

Quick Links

- Enroll/Update Commuter Plan
- Enroll in HSA

My Accounts

- Account Activity
- Request Reimbursement
- Sign up for Direct Deposit
- Real-time Alerts

Benefit Card

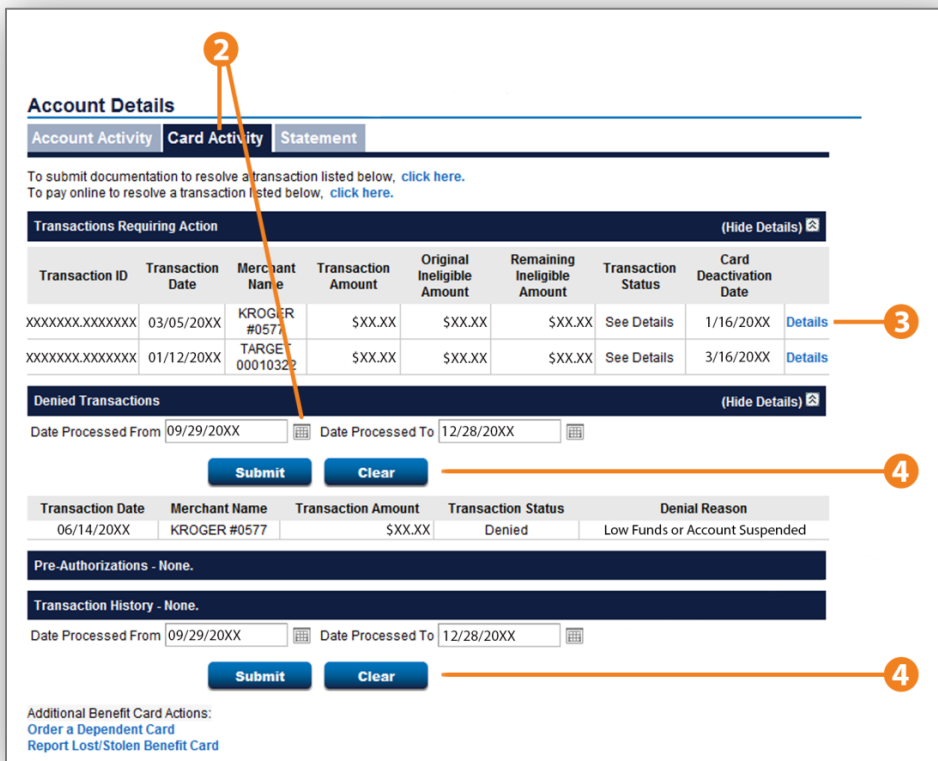
- Card Activity
- Submit Card Receipt

Welcome

Health Flexible Spending Account

Benefit: 20XXHCFSA (Jan/20XX - Dec/20XX) Available Funds: \$XX.XX

- 1 View your card activity details.



Account Details

Account Activity **Card Activity** Statement

To submit documentation to resolve a transaction listed below, [click here](#).
To pay online to resolve a transaction listed below, [click here](#).

Transactions Requiring Action (Hide Details)

Transaction ID	Transaction Date	Merchant Name	Transaction Amount	Original Ineligible Amount	Remaining Ineligible Amount	Transaction Status	Card Deactivation Date	
XXXXXXXXXXXX	03/05/20XX	KROGER #0577	\$XX.XX	\$XX.XX	\$XX.XX	See Details	1/16/20XX	Details
XXXXXXXXXXXX	01/12/20XX	TARGET 00010322	\$XX.XX	\$XX.XX	\$XX.XX	See Details	3/16/20XX	Details

Denied Transactions (Hide Details)

Date Processed From: 09/29/20XX Date Processed To: 12/28/20XX

Submit **Clear**

Transaction Date	Merchant Name	Transaction Amount	Transaction Status	Denial Reason
06/14/20XX	KROGER #0577	\$XX.XX	Denied	Low Funds or Account Suspended

Pre-Authorizations - None.

Transaction History - None.

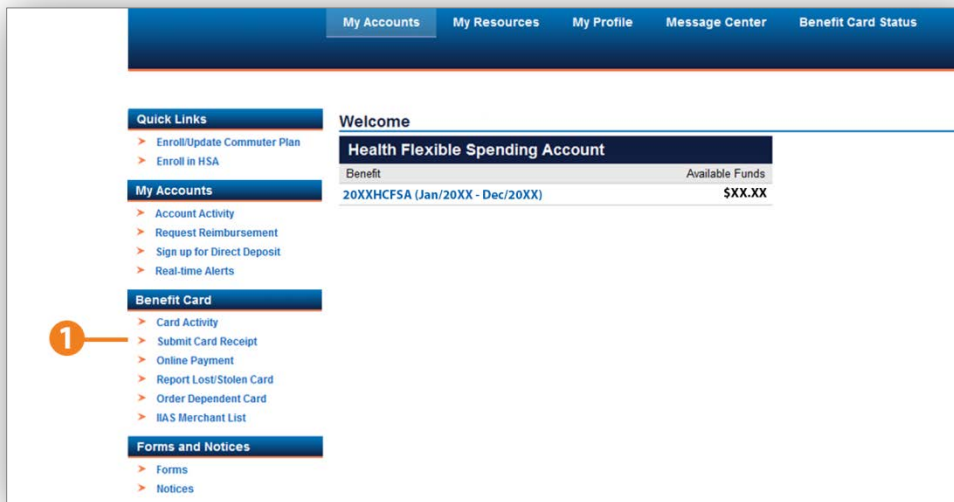
Date Processed From: 09/29/20XX Date Processed To: 12/28/20XX

Submit **Clear**

Additional Benefit Card Actions:
[Order a Dependent Card](#)
[Report Lost/Stolen Benefit Card](#)

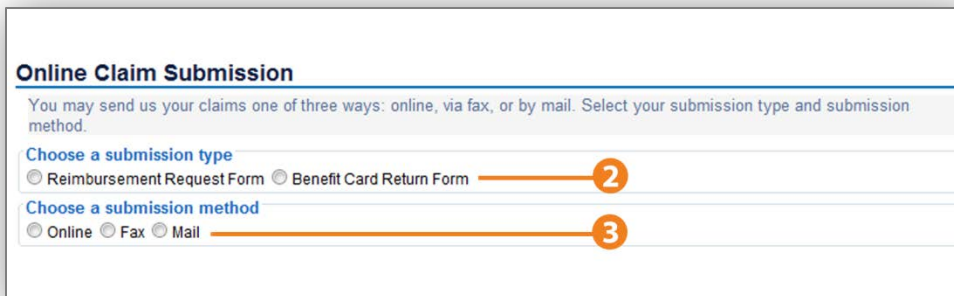
- 2 For Denied Transactions or Transaction History, simply search by date range.
- 3 Click **Details** at the end of a row for more information on that transaction. For example, details under **Transactions Requiring Action** may let you know you need to submit supporting documentation to verify a card purchase.
- 4 Click **Submit** to see the results of a date search or **Clear** to enter different dates.

Submit Card Receipts



The screenshot shows the CONEXIS user interface. At the top, there is a navigation bar with links: My Accounts, My Resources, My Profile, Message Center, and Benefit Card Status. Below this, there are several sections: Quick Links, My Accounts, Benefit Card, and Forms and Notices. The 'Benefit Card' section is highlighted, and within it, the 'Submit Card Receipt' option is circled in red with a red circle containing the number 1 next to it.

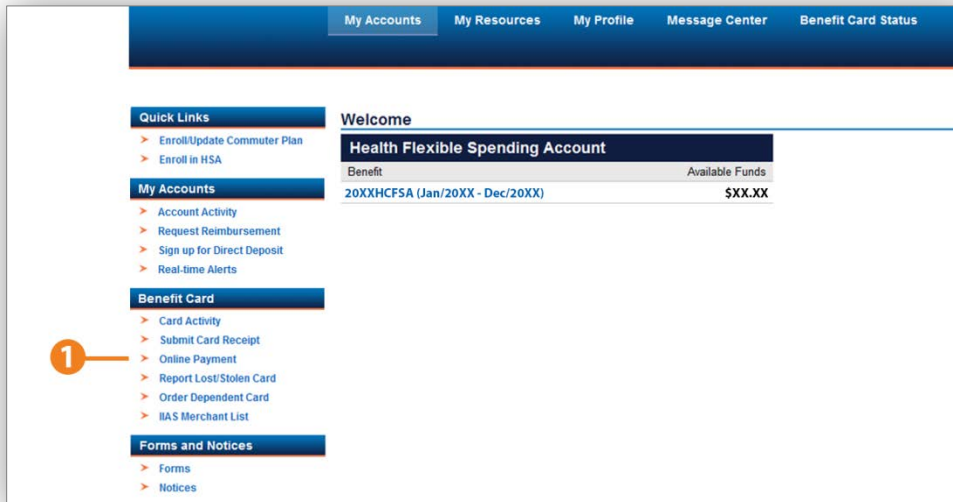
- 1 Submit supporting documentation to verify an unresolved card transaction.



The screenshot shows the 'Online Claim Submission' form. It has a title 'Online Claim Submission' and a subtitle 'You may send us your claims one of three ways: online, via fax, or by mail. Select your submission type and submission method.' Below this, there are two sections: 'Choose a submission type' and 'Choose a submission method'. In the first section, 'Benefit Card Return Form' is selected, indicated by a red circle with the number 2. In the second section, 'Online' is selected, indicated by a red circle with the number 3.

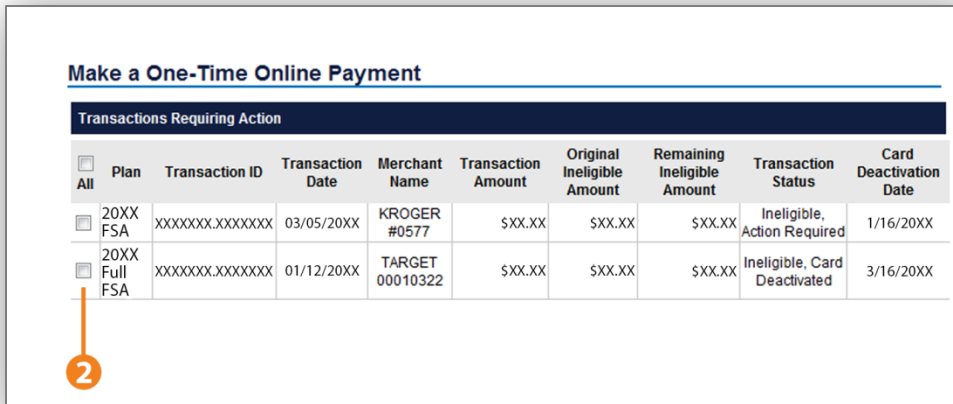
- 2 Under submission type, click **Benefit Card Return Form**.
- 3 Select a submission method. Then simply follow the instructions to upload, fax, or mail your supporting documentation with the selected form.

Online Payment



The screenshot shows the CONEXIS online portal. The top navigation bar includes links for 'My Accounts', 'My Resources', 'My Profile', 'Message Center', and 'Benefit Card Status'. On the left, there are several menu sections: 'Quick Links' (with links to Enroll/Update Commuter Plan, Enroll in HSA, etc.), 'My Accounts' (with links to Account Activity, Request Reimbursement, etc.), 'Benefit Card' (with links to Card Activity, Submit Card Receipt, Online Payment, etc.), and 'Forms and Notices' (with links to Forms, Notices). An orange circle with the number '1' highlights the 'Online Payment' link in the 'Benefit Card' section. The main content area shows a 'Welcome' message and a 'Health Flexible Spending Account' summary with a table of 'Benefit' and 'Available Funds'.

- 1 Make an online payment to pay back your plan for unresolved or ineligible card transactions.



The screenshot shows the 'Make a One-Time Online Payment' screen. It features a table titled 'Transactions Requiring Action' with the following columns: Plan, Transaction ID, Transaction Date, Merchant Name, Transaction Amount, Original Ineligible Amount, Remaining Ineligible Amount, Transaction Status, and Card Deactivation Date. There are two rows of transactions listed. An orange circle with the number '2' highlights the first row of the table.

Plan	Transaction ID	Transaction Date	Merchant Name	Transaction Amount	Original Ineligible Amount	Remaining Ineligible Amount	Transaction Status	Card Deactivation Date
20XX FSA	XXXXXXXXXXXXXX	03/05/20XX	KROGER #0577	\$XX.XX	\$XX.XX	\$XX.XX	Ineligible, Action Required	1/16/20XX
20XX Full FSA	XXXXXXXXXXXXXX	01/12/20XX	TARGET 00010322	\$XX.XX	\$XX.XX	\$XX.XX	Ineligible, Card Deactivated	3/16/20XX

- 2 Select the transaction you'd like to resolve.

Make a One-Time Online Payment

Transactions Requiring Action									
<input type="checkbox"/> All	Plan	Transaction ID	Transaction Date	Merchant Name	Transaction Amount	Original Ineligible Amount	Remaining Ineligible Amount	Transaction Status	Card Deactivation Date
<input checked="" type="checkbox"/>	20XX FSA	XXXXXXXXXXXXXX	03/05/20XX	KROGER #0577	\$XX.XX	\$XX.XX	\$XX.XX	Ineligible, Action Required	1/16/20XX
<input type="checkbox"/>	20XX Full FSA	XXXXXXXXXXXXXX	01/12/20XX	TARGET 00010322	\$XX.XX	\$XX.XX	\$XX.XX	Ineligible, Card Deactivated	3/16/20XX

*** Required field**

☒ Checking ☐ Savings

Jane Doe * Check Number:

Pay To The Order Of: CONEXIS \$4.39

Four Dollars and Thirty-Nine Cents

*Routing Number *Account Number

Re-enter for Accuracy

Electronic Signature

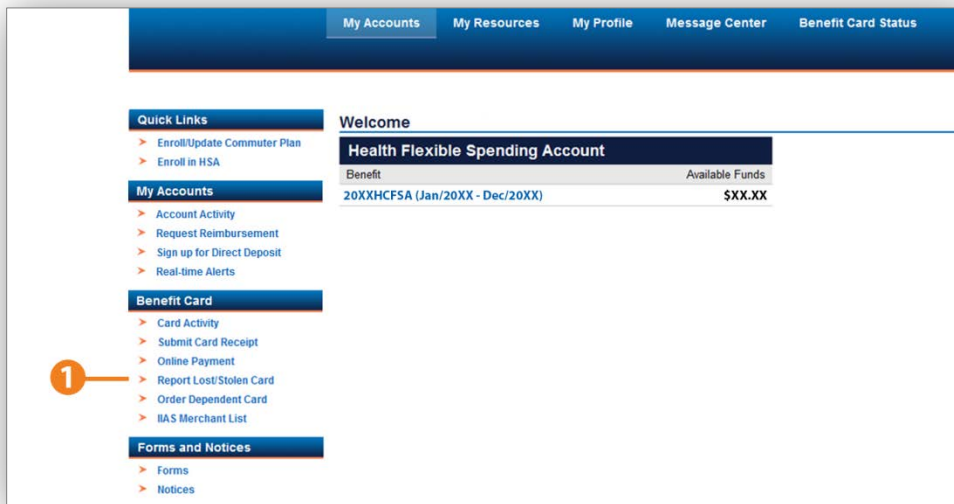
Any fees associated with non-sufficient funds or other bank charges are the responsibility of the participant.

Make Payment Now

[How do I find my account number and routing number?](#)

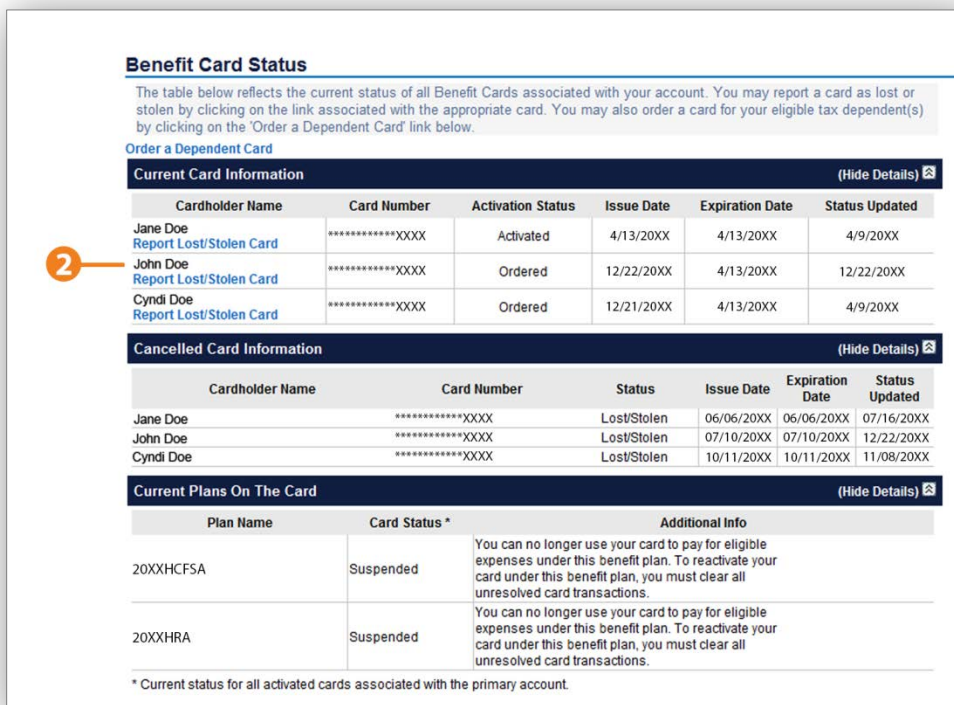
- 3 Choose your one-time payment method and complete your account information. When finished, click **Make Payment Now**.
- 4 Need help finding your account number or routing number? Click [here](#).

Report a Lost or Stolen Card



The screenshot shows the CONEXIS user interface. The top navigation bar includes links for 'My Accounts', 'My Resources', 'My Profile', 'Message Center', and 'Benefit Card Status'. On the left, there are several menu sections: 'Quick Links' (with links for Enroll/Update Commuter Plan, Enroll in HSA, etc.), 'My Accounts' (with links for Account Activity, Request Reimbursement, etc.), 'Benefit Card' (with links for Card Activity, Submit Card Receipt, Online Payment, Report Lost/Stolen Card, Order Dependent Card, and IAS Merchant List), and 'Forms and Notices' (with links for Forms and Notices). The 'Report Lost/Stolen Card' link under the 'Benefit Card' section is highlighted with a red circle and the number 1.

- 1 Have a lost or stolen benefit card? Click here to report it.



The screenshot shows the 'Benefit Card Status' page. It includes a table for 'Current Card Information' with columns for Cardholder Name, Card Number, Activation Status, Issue Date, Expiration Date, and Status Updated. The table lists three cardholders: Jane Doe (Activated), John Doe (Ordered), and Cyndi Doe (Ordered). A red circle and the number 2 highlight the 'Report Lost/Stolen Card' link for Jane Doe. Below this is a table for 'Cancelled Card Information' with columns for Cardholder Name, Card Number, Status, Issue Date, Expiration Date, and Status Updated. It lists three cardholders: Jane Doe (Lost/Stolen), John Doe (Lost/Stolen), and Cyndi Doe (Lost/Stolen). At the bottom is a table for 'Current Plans On The Card' with columns for Plan Name, Card Status, and Additional Info. It lists two plans: 20XXHCFA and 20XXHRA, both with a status of 'Suspended'.

Cardholder Name	Card Number	Activation Status	Issue Date	Expiration Date	Status Updated
Jane Doe Report Lost/Stolen Card	*****XXXX	Activated	4/13/20XX	4/13/20XX	4/9/20XX
John Doe Report Lost/Stolen Card	*****XXXX	Ordered	12/22/20XX	4/13/20XX	12/22/20XX
Cyndi Doe Report Lost/Stolen Card	*****XXXX	Ordered	12/21/20XX	4/13/20XX	4/9/20XX

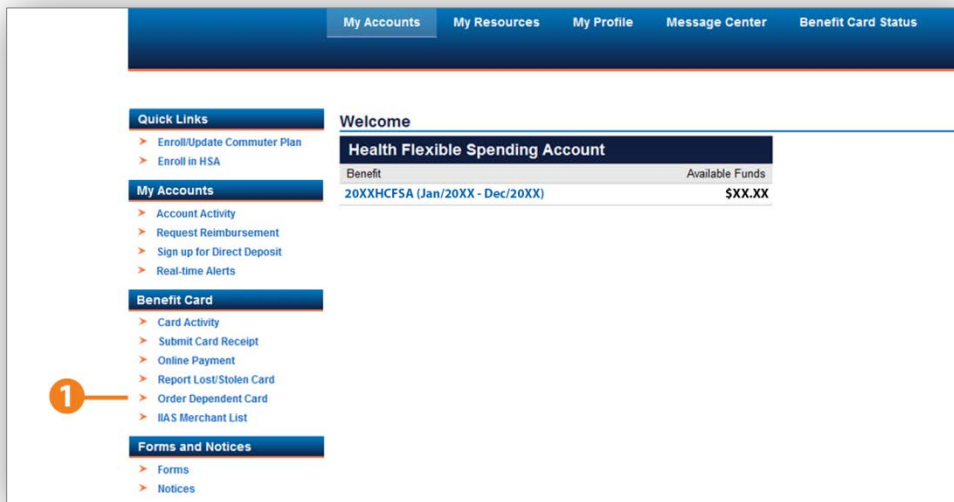
Cardholder Name	Card Number	Status	Issue Date	Expiration Date	Status Updated
Jane Doe	*****XXXX	Lost/Stolen	06/06/20XX	06/06/20XX	07/16/20XX
John Doe	*****XXXX	Lost/Stolen	07/10/20XX	07/10/20XX	12/22/20XX
Cyndi Doe	*****XXXX	Lost/Stolen	10/11/20XX	10/11/20XX	11/08/20XX

Plan Name	Card Status *	Additional Info
20XXHCFA	Suspended	You can no longer use your card to pay for eligible expenses under this benefit plan. To reactivate your card under this benefit plan, you must clear all unresolved card transactions.
20XXHRA	Suspended	You can no longer use your card to pay for eligible expenses under this benefit plan. To reactivate your card under this benefit plan, you must clear all unresolved card transactions.

* Current status for all activated cards associated with the primary account.

- 2 Locate the appropriate active benefit card to report it as lost or stolen. You will receive a new card in the mail with instructions on how to activate it.

Order a Dependent Card



The screenshot shows the CONEXIS user interface. At the top, there is a navigation bar with links: My Accounts, My Resources, My Profile, Message Center, and Benefit Card Status. Below this, there are several sections: Quick Links, My Accounts, Benefit Card, and Forms and Notices. In the 'Benefit Card' section, there is a link 'Order Dependent Card' which is highlighted with a red circle and the number 1. The 'Health Flexible Spending Account' section shows the benefit period as 20XXHCFS (Jan/20XX - Dec/20XX) and the available funds as \$XX.XX.

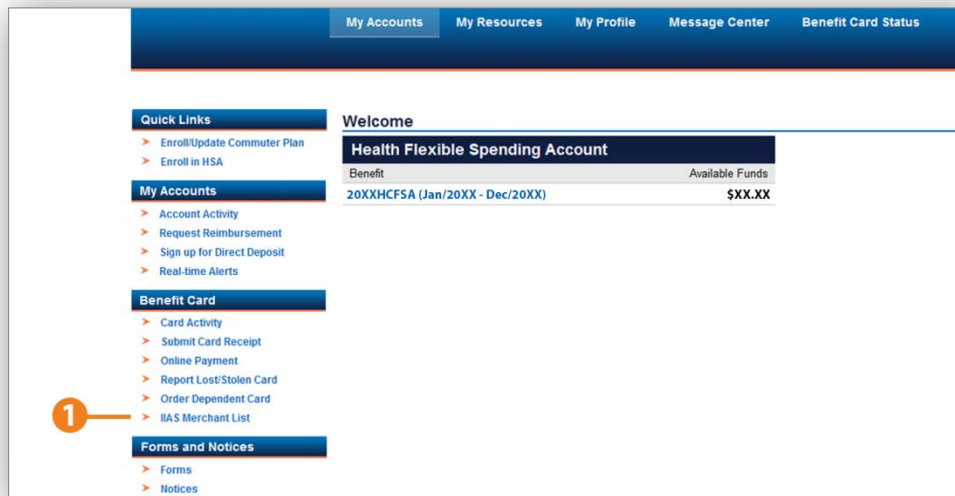
- 1 Does your dependent need a benefit card? Click here to order one.



The screenshot shows the 'Request an Additional Benefit Card - Step1' form. The form asks for the complete dependent details. There are four input fields: First Name, Last Name, Date of Birth, and SSN. The Date of Birth field has a hint '(Ex: MM/DD/YYYY)' and the SSN field has a hint '(Ex: 999-99-9999)'. Below the input fields, there is a checkbox with the text 'I certify that the information I am entering is for a primary family member over the age of 18 and that this card will only be used for eligible expenses.' and a 'Required fields' label. A blue 'Next' button is at the bottom right, highlighted with a red circle and the number 2.

- 2 Add your dependent's personal information and provide your consent. Once you click **Next**, you'll receive confirmation that the card has been ordered. This card will be mailed to your address – not your dependent's address.

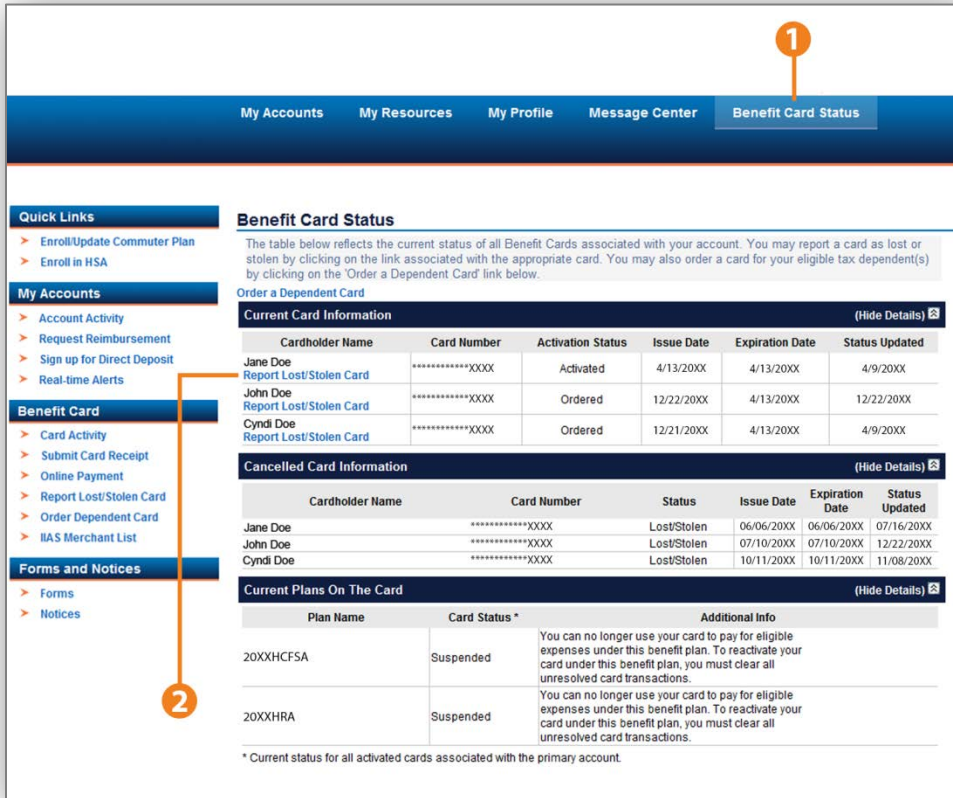
IIAS Merchant List



- 1 Clicking this link allows you to view or print a list of participating Inventory Information Approval System (IIAS) merchants where you may use your card. These IIAS merchants include many national and local grocery stores, discount stores, and pharmacies.

Please note: Some merchants have implemented a custom IIAS solution and do not appear on the list of IIAS merchants. You may use your benefit card at these merchants as well. If a merchant does not appear on the IIAS merchant list, just ask the merchant if they use an IIAS before using your card.

Benefit Card Status



Benefit Card Status

The table below reflects the current status of all Benefit Cards associated with your account. You may report a card as lost or stolen by clicking on the link associated with the appropriate card. You may also order a card for your eligible tax dependent(s) by clicking on the 'Order a Dependent Card' link below.

[Order a Dependent Card](#)

Current Card Information (Hide Details)

Cardholder Name	Card Number	Activation Status	Issue Date	Expiration Date	Status Updated
Jane Doe Report Lost/Stolen Card	*****XXXX	Activated	4/13/20XX	4/13/20XX	4/9/20XX
John Doe Report Lost/Stolen Card	*****XXXX	Ordered	12/22/20XX	4/13/20XX	12/22/20XX
Cyndi Doe Report Lost/Stolen Card	*****XXXX	Ordered	12/21/20XX	4/13/20XX	4/9/20XX

Cancelled Card Information (Hide Details)

Cardholder Name	Card Number	Status	Issue Date	Expiration Date	Status Updated
Jane Doe	*****XXXX	Lost/Stolen	06/06/20XX	06/06/20XX	07/16/20XX
John Doe	*****XXXX	Lost/Stolen	07/10/20XX	07/10/20XX	12/22/20XX
Cyndi Doe	*****XXXX	Lost/Stolen	10/11/20XX	10/11/20XX	11/08/20XX

Current Plans On The Card (Hide Details)

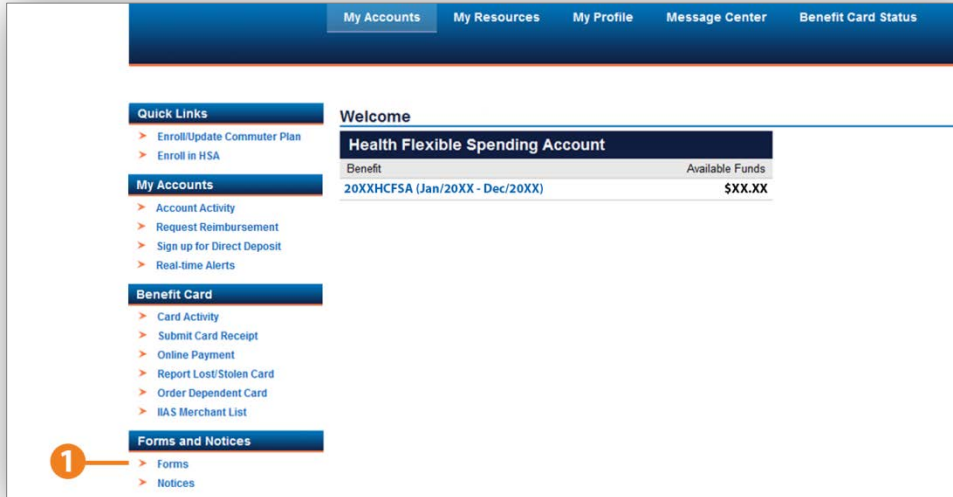
Plan Name	Card Status *	Additional Info
20XXHCFA	Suspended	You can no longer use your card to pay for eligible expenses under this benefit plan. To reactivate your card under this benefit plan, you must clear all unresolved card transactions.
20XXHRA	Suspended	You can no longer use your card to pay for eligible expenses under this benefit plan. To reactivate your card under this benefit plan, you must clear all unresolved card transactions.

* Current status for all activated cards associated with the primary account.

- 1 From the **Benefit Card Status** tab, you can view current and canceled card information and see which plans are associated with your benefit card.
- 2 You can also report a lost or stolen benefit card here.

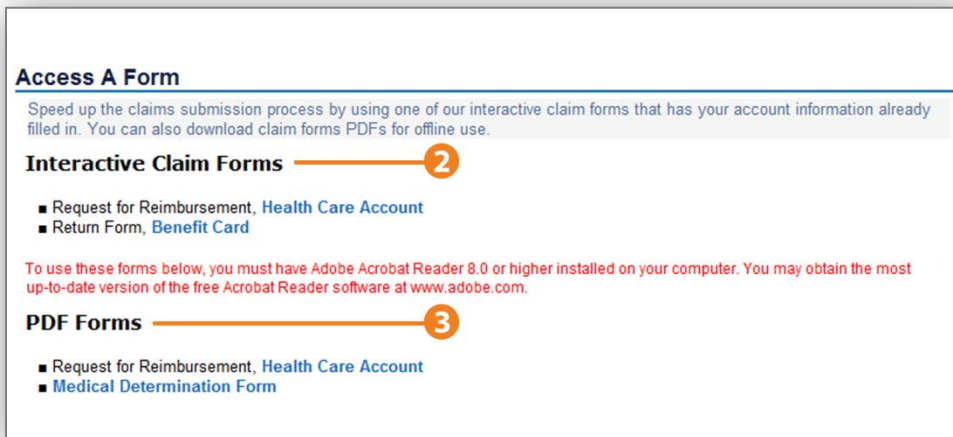
Forms and Notices

Forms



The screenshot shows the CONEXIS user interface. At the top, there is a navigation bar with links: My Accounts, My Resources, My Profile, Message Center, and Benefit Card Status. Below this, there are several sections: Quick Links (with links to Enroll/Update Commuter Plan, Enroll in HSA, etc.), My Accounts (with links to Account Activity, Request Reimbursement, etc.), Benefit Card (with links to Card Activity, Submit Card Receipt, etc.), and Forms and Notices (with links to Forms and Notices). The 'Forms and Notices' link is highlighted with a red circle and the number 1.

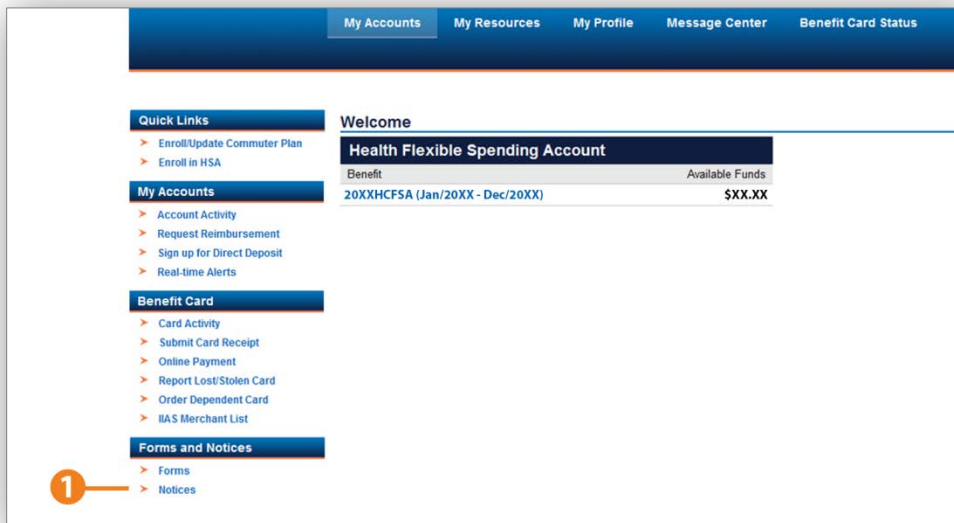
- 1 Need a form? Click here.



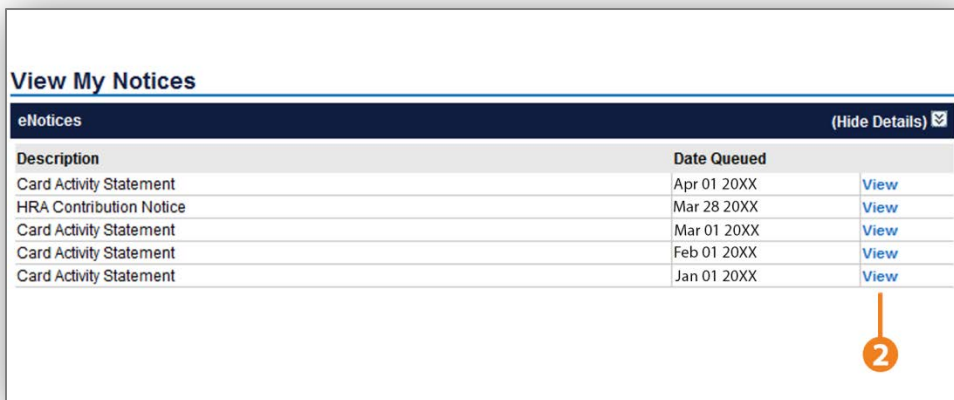
The screenshot shows the 'Access A Form' page. It includes a heading 'Access A Form' and a paragraph explaining that users can speed up the claims submission process by using interactive claim forms. Below this, there are two sections: 'Interactive Claim Forms' (highlighted with a red circle and the number 2) and 'PDF Forms' (highlighted with a red circle and the number 3). The 'Interactive Claim Forms' section lists 'Request for Reimbursement, Health Care Account' and 'Return Form, Benefit Card'. The 'PDF Forms' section lists 'Request for Reimbursement, Health Care Account' and 'Medical Determination Form'. A red note states: 'To use these forms below, you must have Adobe Acrobat Reader 8.0 or higher installed on your computer. You may obtain the most up-to-date version of the free Acrobat Reader software at www.adobe.com.'

- 2 Our interactive forms are an easy way to submit a claim and verify unresolved card transactions. These forms already contain your account information. Simply print the form, sign, and date it. Then scan it with your supporting documentation to upload and submit these online. (You need access to a scanner to use the interactive form.)
- 3 Or you can choose a PDF form to submit via fax or mail.

Notices

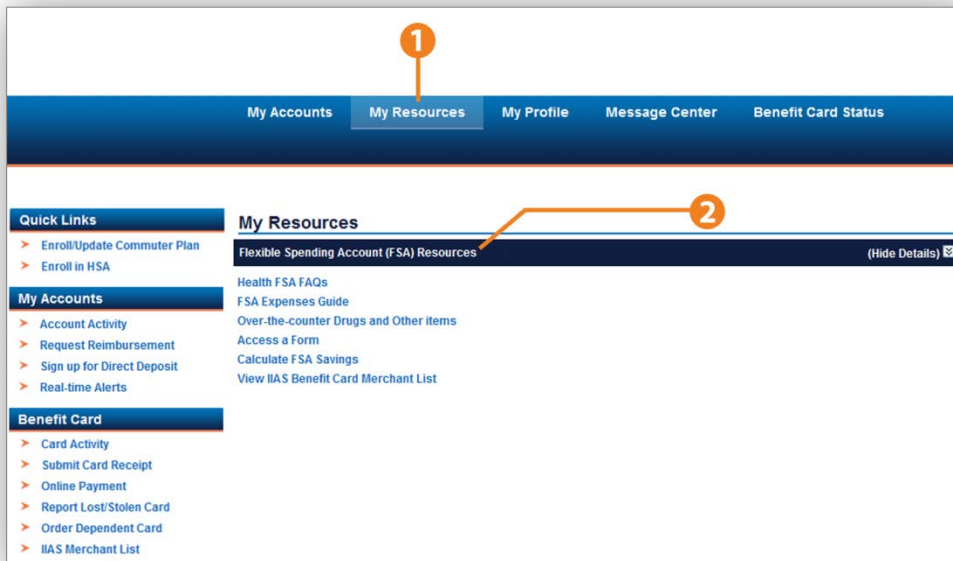


- 1 View your account notices.



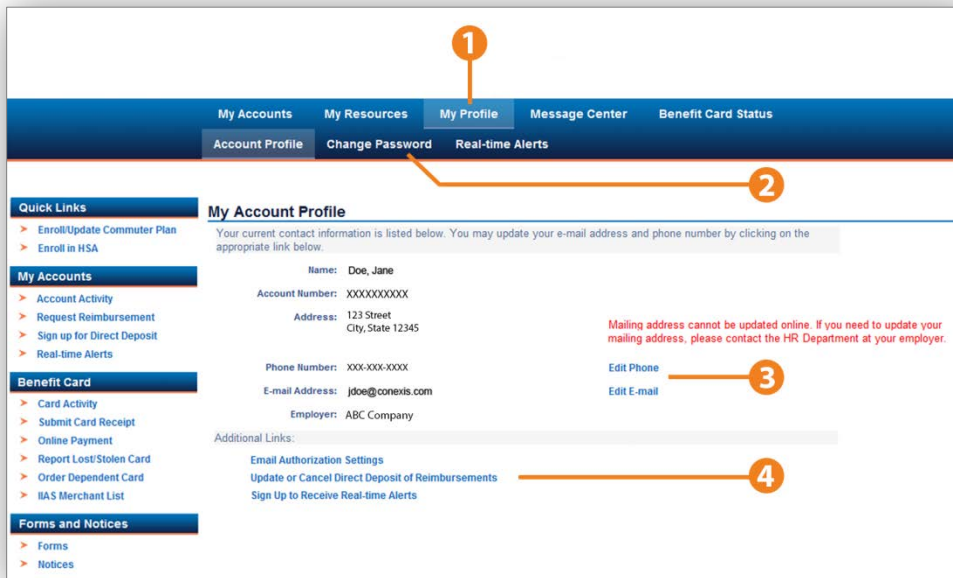
- 2 Click **View** to the right of the description and date to read a notice.

My Resources



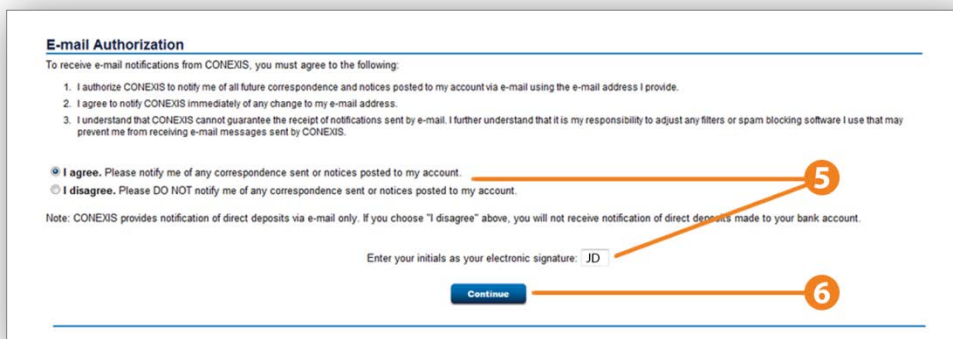
- 1 View your library of helpful resources by clicking the **My Resources** tab.
- 2 From here, you can reference FAQs, an expenses guide, a savings calculator, and many other helpful resources.

My Profile



The screenshot shows the 'My Profile' page. At the top, there is a navigation bar with tabs: 'My Accounts', 'My Resources', 'My Profile' (highlighted), 'Message Center', and 'Benefit Card Status'. Below this is a sub-navigation bar with 'Account Profile' (highlighted), 'Change Password', and 'Real-time Alerts'. On the left, there are 'Quick Links' and 'My Accounts' sections. The main content area is titled 'My Account Profile' and contains personal information: Name (Doe, Jane), Account Number (XXXXXXXXXX), Address (123 Street, City, State 12345), Phone Number (XXX-XXX-XXXX), E-mail Address (jdoe@conexis.com), and Employer (ABC Company). There are links to 'Edit Phone' and 'Edit E-mail'. A red note states: 'Mailing address cannot be updated online. If you need to update your mailing address, please contact the HR Department at your employer.' Below this, there are 'Additional Links' including 'Email Authorization Settings', 'Update or Cancel Direct Deposit of Reimbursements', and 'Sign Up to Receive Real-time Alerts'. Numbered callouts point to: 1. 'My Profile' tab; 2. 'Change Password' link; 3. 'Edit Phone' and 'Edit E-mail' links; 4. 'Email Authorization Settings' link.

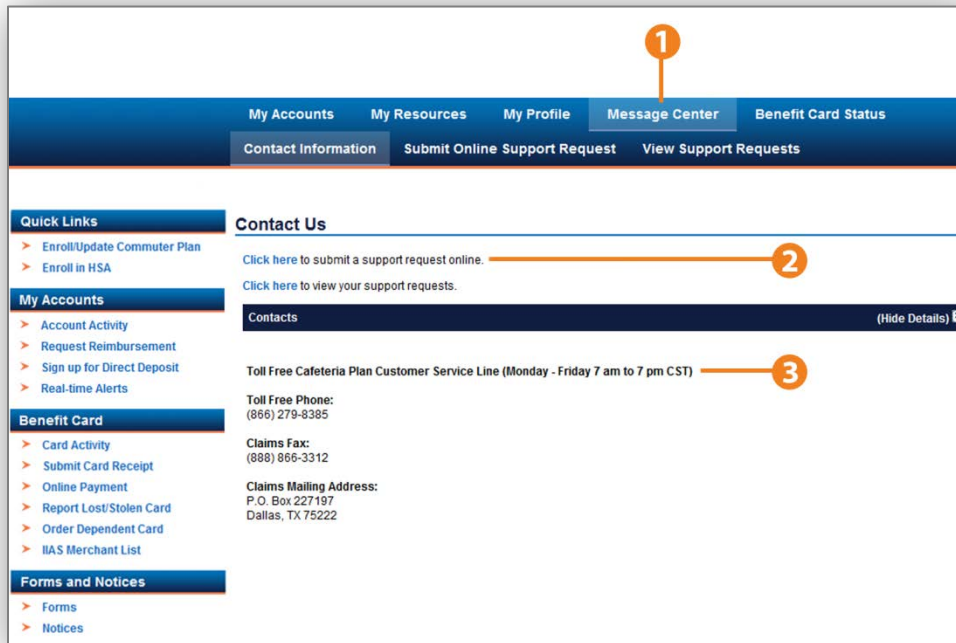
- 1 From the **My Profile** tab, you can view your entire account profile.
- 2 Need to change your account password? You can do it here.
- 3 You can also edit your phone number and email address. (You may not edit your address in your online account. Contact your employer's HR representative if you have an address change.)
- 4 Or click these links to change your email authorization settings, update or cancel direct deposit, and sign up for Real-time Alerts. Be sure to click **Email Authorization Settings** so that you receive e-notices from CONEXIS.



The screenshot shows the 'E-mail Authorization' page. It starts with a heading 'E-mail Authorization' and a sub-heading 'To receive e-mail notifications from CONEXIS, you must agree to the following:'. There are three numbered items: 1. I authorize CONEXIS to notify me of all future correspondence and notices posted to my account via e-mail using the e-mail address I provide. 2. I agree to notify CONEXIS immediately of any change to my e-mail address. 3. I understand that CONEXIS cannot guarantee the receipt of notifications sent by e-mail. I further understand that it is my responsibility to adjust any filters or spam blocking software I use that may prevent me from receiving e-mail messages sent by CONEXIS. Below these items are two radio buttons: 'I agree. Please notify me of any correspondence sent or notices posted to my account.' (selected) and 'I disagree. Please DO NOT notify me of any correspondence sent or notices posted to my account.' A note states: 'Note: CONEXIS provides notification of direct deposits via e-mail only. If you choose "I disagree" above, you will not receive notification of direct deposits made to your bank account.' There is a text field 'Enter your initials as your electronic signature:' with 'JD' entered. A 'Continue' button is at the bottom. Numbered callouts point to: 5. The 'I agree' radio button; 6. The 'Continue' button.

- 5 Then, simply review the authorization agreement, click to agree to the terms, and enter your initials as your electronic signature.
- 6 Click **Continue** to complete your email authorization.

Message Center



- 1 From the **Message Center** tab, you can find important contact information.
- 2 Click here to send us a message through your online account. You will receive an email when you submit a support request, and we'll send you another email when you can view our response in your Message Center.
- 3 Have a question, concern, or want to submit a reimbursement request? Find contact details here.

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