



WELCOME TO SURENCY FLEX

It sure is easy.

Now that you've enrolled in a **Surency Flex** account, you're ready to start using your funds as soon as your Plan Year starts. You may have a few questions about accessing your account information online, filing claims and using your **Surency Flex Benefits Card**. This document will help you get started using the funds in your account and navigating your online Member Account.

Click on the account you've enrolled in below to get started:



HC FSA
(Health Care
Flexible Spending Account)



DC FSA
(Dependent Care
Flexible Spending Account)



HSA
(Health Savings Account)



Contact Surency

WELCOME TO YOUR HEALTH CARE FLEXIBLE SPENDING ACCOUNT (HC FSA)



WHAT'S NEXT?

The amount you elected will be automatically taken out of your paychecks in equal increments throughout the Plan Year before you pay federal, state and FICA taxes on the designated amount.

ACCESSING YOUR FUNDS

The full amount you elected is available on day one of your Plan Year.

USE YOUR BENEFITS CARD TO PAY FOR ELIGIBLE EXPENSES

1. Have the cashier ring up all of your items together.
2. When it's time to pay, swipe your Surency Flex Benefits Card first. Select 'credit' and sign for your purchase. *Optional: In addition to your signature, you can set up a PIN number to access your funds by calling 866-898-9795. If you have a PIN number, select 'debit' and enter your PIN.*
3. All eligible expenses will be paid for from your account and deducted from your total.
4. If you are purchasing non-eligible items, you will need to have a second form of payment available for those items.
5. Keep your receipts in the event that further validation is needed.



MANAGING YOUR BENEFITS

You have **24/7 access to your account** through the **Surency Flex mobile app** or on your **Member Account** at Surency.com.



USE THESE LINKS TO LEARN MORE

**Member Account:
Logging In**

**Using Your Surency Flex
Benefits Card**

**Managing Your
Member Account**

Filing Claims

Editing Your Profile Information

**Using the Surency Flex
Mobile App**

LOGGING IN TO YOUR MEMBER ACCOUNT



1. Visit [Surency.com](https://www.surency.com). Select to view as a **Member**, then select **Flex** under **Login**.
2. Select **Create your new username and password** under New User on the right side of the screen.

** You must be enrolled in our system either by yourself, your employer or a Surency representative before you will be able to access your Member Account. If you have already registered for your Member Account during online enrollment or you have participated in a prior Plan Year with Surency, please disregard the information as your username and password have not changed.*

Note: If you experience any difficulty signing in to your Surency Member Account, please call Customer Service at 866-818-8805.

A screenshot of the Surency FLEX login page. The header features the Surency FLEX logo on the left and a pink banner with the text 'It sure is easy.' on the right. Below the header, the word 'Login' is centered. The main content area is divided into two columns. The left column, titled 'Existing User?', contains the text 'Login to your account', followed by input fields for 'Username' and 'Password'. To the right of the 'Username' field is a link 'Forgot Username?', and to the right of the 'Password' field is a link 'Forgot Password?'. A blue 'Login' button is positioned below the password field. The right column, titled 'New User?', contains a link 'Create your new username and password'. At the bottom of the page, there is a line of contact information: 'Contact Us - Call Surency Life & Health at (316) 462-3316, Toll Free at (866) 818-8805 or Email us at moreinfo@surency.com'. Below that is a copyright notice: '© WEX Health Inc. 2004-2019. All rights reserved. Powered by WEX Health'.

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to go back.**

LOGGING IN TO YOUR MEMBER ACCOUNT (CONTINUED)



3. To start, please verify your identity.

A screenshot of the 'User Identification (Step 1 of 3)' form. The header features the Surency FLEX logo and the tagline 'It sure is easy.' in a pink banner. The form title is 'User Identification (Step 1 of 3)'. Below the title, a box contains the instruction 'Complete the information below to verify your identity.' with a '*Required' label. The form includes input fields for 'First Name*', 'Last Name*', 'Zip Code*' (with a hint 'Please enter your 5 digit zip code.'), and 'SSN or Employee ID*'. The SSN field is split into three boxes with dashes, and there is an 'OR' option between the SSN and Employee ID fields. A 'Next' button is located at the bottom right of the form.

4. You will need to set your security questions and answers to complete your user setup.

A screenshot of the 'Security Questions (Step 2 of 3)' form. The header features the Surency FLEX logo and the tagline 'It sure is easy.' in a pink banner. The form title is 'Security Questions (Step 2 of 3)'. Below the title, a box contains the instruction 'Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.' with a '*Required' label. The form includes five rows, each with a dropdown menu labeled 'Select a question...' and an adjacent text input field for the answer. A 'Next' button is located at the bottom right of the form.

LOGGING IN TO YOUR MEMBER ACCOUNT (CONTINUED)



5. Set your login information.

A screenshot of the 'Change Username and Password' form on the Surency FLEX website. The form is titled 'Change Username and Password (Step 3 of 3)' and includes the Surency FLEX logo and the tagline 'It sure is easy.' at the top. The form contains three input fields: 'Username*', 'New Password*', and 'Confirm Password*'. The 'Username*' field has a text input box and a note: 'Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-)'. The 'New Password*' field has a text input box and a note: 'The password must: Have a minimum of 10 characters & 20 character max. Contain upper case and lower case. Not be one of your last 6 passwords. Contain at least one number & a special character'. The 'Confirm Password*' field has a text input box. A 'Submit' button is located at the bottom right of the form. The footer of the form reads: '© WEX Health Inc. 2004-2019. All rights reserved. Powered by WEX Health'.

6. You are ready to begin managing your account online or via the Surency Flex mobile app!

MANAGING YOUR MEMBER ACCOUNT



Once logged in to your Surency Member Account, follow these easy steps to view and manage your account:

View Your Account Balance

1. You can view your account balance on the Home page of your Member Account.

I Want To:	
File A New Claim	Manage My Expenses
Accounts	
PRE-TAX BENEFITS (1/1/18-12/31/18 RO)	
	AVAILABLE
Comprehensive Medical FSA (1/1/18-12/31/18)	
Dependent Care FSA (1/1/18-12/31/18)	

View Your Account Activity

1. Select **Account Activity** from the **Accounts** drop down navigation.
2. From this page you can view all activity on your accounts. To view another account, such as a Dependent Care FSA if applicable, use the drop down menu.

DATE	DESCRIPTION	AMOUNT	RUNNING BALANCE	NOTES
04/15/2019	Payroll Deduction *			
04/15/2019	Claim Submission			
04/15/2019	Claim Submission			
04/15/2019	Claim Submission			

View Payment History

1. Select **Your Dashboard** from the **Accounts** drop down navigation.
2. From this page, you can view recent distributions from your accounts and the status of each. Click on a transaction for detailed information on a specific payment.

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
4/9/2019	Pharmacy				\$

MANAGING YOUR MEMBER ACCOUNT (CONTINUED)



Change Your Username, Password, or Security Questions

1. Hover over your name in the upper right corner of the page, and select **Login Information**.
2. To change your password, click **Change Password**. To change your username, click **Change Username**. To change your security questions, click **Change Security Questions**. Fill out all fields and select **Submit**.

The screenshot shows the Surency FLEX member account page. In the top right corner, a dropdown menu is open, showing options: Consumer Communication ID, Email Address, Last Login, PROFILE, Profile Summary, Banking/Cards, Payment Method, and Login Information (highlighted with a red box). Below the menu, the 'Login Information / Update Password' form is displayed. It includes fields for Current Password, New Password, and Confirm New Password, each with a red asterisk indicating it is required. A note specifies password requirements: minimum 6 characters, 20 character max, not one of your last 3 passwords, and contain at least one number. A 'Submit' button is at the bottom right.

Report a Lost/Stolen Benefits (Debit) Card

1. Hover over your name in the upper right corner of the page, and select **Banking/Cards**.
2. On the **Banking/Cards** page, locate the cardholder name and card number of the card you wish to replace. Under the Debit Cards column, select **Report Lost/Stolen**.
3. Verify the selected card is the card you wish to report as lost or stolen and verify the shipping address. When you are finished, click **Submit**.

NOTE: If you need to report your card as lost or stolen or would like additional debit cards and the option is not available on the Debit Cards page, please contact Surency at 866-818-8805. If you would like to add a PIN to your Debit Card as an extra security measure, call 866-898-9795.

The screenshot shows the Surency FLEX member account page. In the top right corner, a dropdown menu is open, showing options: Consumer Communication ID, Email Address, Last Login, PROFILE, Profile Summary, Banking/Cards (highlighted with a red box), Payment Method, and Login Information. Below the menu, the 'Banking / Cards' page is displayed. It has tabs for Bank Accounts and Debit Cards. Under the Debit Cards tab, there is a 'Report Lost/Stolen' link. Below this, the 'Cards / Report Card Lost/Stolen' form is shown. It includes fields for Card Information (Selected Card, Current Status: Active), Update Card Status (New Status: Lost/Stolen), and Your Mailing Address. A 'Submit' button is at the bottom right. There are also footnotes regarding card replacement and fraudulent activity.

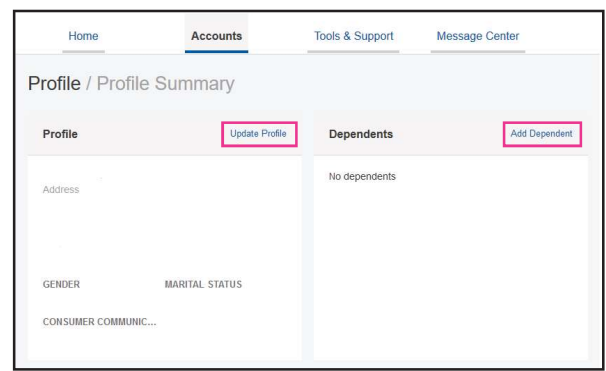
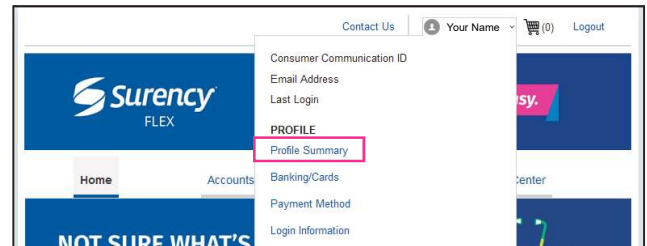
EDITING YOUR PROFILE INFORMATION



Once logged in to your Surency Member Account, follow these easy steps to edit your profile information:

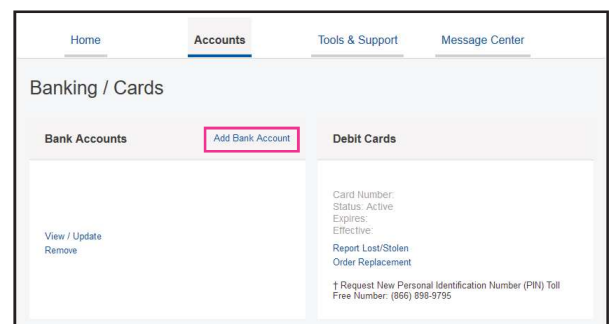
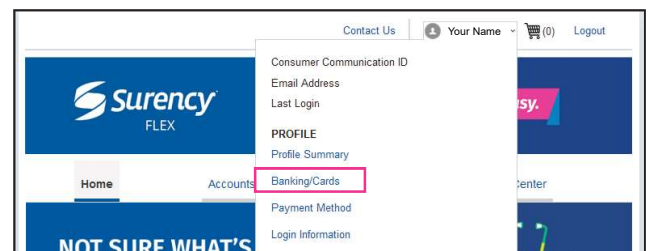
View/Edit Profile Information or Add Dependents/Spouse

1. Hover over your name in the upper right corner of the page, and select **Profile Summary**. Here you can view and update your profile summary including your:
 - **ADDRESS**
 - **PHONE NUMBER**
 - **EMAIL ADDRESS**
 - **DEPENDENTS**
2. To update your information, click on the button next to the appropriate box, and enter the required information into all fields (marked with a red asterisk).
3. When you are finished, click **Submit**.



Add or Update a Bank Account

1. Hover over your name in the upper right corner of the page, and select **Banking/Cards**.
2. Locate the Bank Accounts section and click **Add Bank Account**. Or, if you are updating information for a bank account that has already been set up, click **View/Update** next to that bank account.
3. Enter your bank account information. Hovering your mouse over the question mark will open a pop up box showing where to find your bank's Routing Number. After verifying you have entered correct information in all fields, click **Submit**.



USING YOUR SURENCY FLEX BENEFITS CARD



Your **Surency Flex Benefits Card** is a special-purpose Visa® Card that gives you an easy, automatic way to pay for eligible expenses. The Benefits Card lets you electronically access the pre-tax amounts set aside in your Surency Flex accounts. Use it when paying for eligible expenses at a provider or merchant that accepts Visa Cards and uses an inventory control system. These transactions may be automatically substantiated, meaning you don't have to file a claim and may not have to submit a receipt. However, always keep all documentation for tax purposes or in case Surency requests further documentation.



HOW TO USE YOUR BENEFITS CARD

1. Have the cashier ring up all of your items together.
2. When it's time to pay, swipe your Surency Flex Benefits Card first. Select 'credit' and sign for your purchase. *Optional: In addition to your signature, you can set up a PIN number to access your funds by calling 866-898-9795. If you have a PIN number, select 'debit' and enter your PIN.*
3. All eligible expenses will be paid for from your account and deducted from your total.
4. If you are purchasing non-eligible items, you will need to have a second form of payment available for those items.
5. Keep your receipts in the event that further validation is needed.

DID YOU PAY OUT-OF-POCKET FOR AN ELIGIBLE EXPENSE?

Submit a claim to get paid back using money from your account. There are three ways to submit a claim:

- | | | |
|--|---|---|
| 1. SURENCY FLEX APP
Download the Surency Flex mobile app and submit the claim by taking a photo of your receipt. | 2. MEMBER ACCOUNT AT SURENCY.COM
Log in to your Member Account at Surency.com to upload your receipt. | 3. PAPER CLAIM FORM
Visit Surency.com to download a paper claim form. Complete and return to Surency. |
|--|---|---|

WANT TO GET PAID BACK AUTOMATICALLY?

Sign up for Direct Deposit and after you submit a claim, Surency will automatically deposit those dollars back into your bank account. There are two ways to set up Direct Deposit:

- | | |
|--|---|
| 1. MEMBER ACCOUNT AT SURENCY.COM
Log in to your Member Account at Surency.com to input bank information. | 2. PAPER DIRECT DEPOSIT FORM
Visit Surency.com to download a Direct Deposit form. Complete and return to Surency. |
|--|---|

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Click here
to go back.

FILING CLAIMS



Once logged in to your Surency Member Account, follow these easy steps to file a claim:

File a Claim Online

1. From the **Home** tab, select **File a New Claim**.
2. As determined by your plan design, you may be able to choose the account you wish to be reimbursed from by choosing from the **Pay From** drop down menu.
3. Upload your receipt from your purchase of an eligible expense.
4. Fill out all required fields on the claim form and click **Add Claim** when finished.
5. In your Claims Shopping Cart (at the top of the page), you can update or remove claims. If you are finished editing your claims, you must click **Submit** to finish the claims filing process.

Print a Claim Form

1. Select the **Tools & Support** tab at the top of the page.
2. Click on **FSA/HRA Claim Form** to download and print a claim form.
3. Follow the directions on the form, fill it out completely, and send it to us to be processed.

Go to the next page to learn how to access the Surency Flex Mobile App, where you can submit claims right from your mobile device.

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Click here
to go back.

SURENCY FLEX MOBILE APP



ACCESS YOUR ACCOUNT FROM ANYWHERE

ACCESS THE INFORMATION YOU NEED:

- Check your Health Care Flexible Spending Account (FSA) balance.
- View account activity.
- Access FSAStore.com to purchase eligible items like contact lenses, first aid kits, sunscreen and more. Use your Surency Flex Benefits Card to pay.



TAKE ACTION:

- Submit claims for Health Care FSA expenses.
- Snap a photo of receipts within the app to submit with new or existing claims.
- Add and manage your Bank Account(s).
- Access account funds to pay yourself back or to pay your doctor.
- Scan items at the store to find out if they are eligible expenses.
- Report a Surency Flex Benefits Card as lost or stolen.



NEED HELP LOGGING IN?

Contact us for any questions you may have when logging in for the first time. Give us a call at 866-818-8805 or email Customer Service at flex@surency.com.

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**Click here
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YOUR DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT (DC FSA)



WHAT'S NEXT?

The amount you elected will be automatically taken out of your paychecks in equal increments throughout the Plan Year before you pay federal, state and FICA taxes on the designated amount.

ACCESSING YOUR FUNDS

Use the Surency Flex mobile app to file claims and take pictures of your receipts, or complete **one form for the entire year** if your dependent care expenses are for the same amount, from the same provider, and for the same length of time.

CHOOSE YOUR REIMBURSEMENT METHOD

1 – RECURRING DEPENDENT CARE REIMBURSEMENT

With Surency you can submit one claim form for the entire year and receive recurring reimbursements. Choose this option if your dependent care expenses are for the same amount, from the same provider and for the same length of time. For example, if your child attends a day care five days a week and the costs are the same each week, you can choose this reimbursement method.

2 – INDIVIDUAL CLAIMS REIMBURSEMENT

You may request reimbursement after you've incurred the dependent care expense and you have funds available in your account. Choose this option if you prefer to submit claims throughout the year or if your day care expenses vary throughout the year. For example, if your child attends a day care for part of the year and an after school program for part of the year.

MANAGING YOUR BENEFITS

You have **24/7 access to your account** through the **Surency Flex mobile app** or on your **Member Account** at Surency.com.



USE THESE LINKS TO LEARN MORE

**Member Account:
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**Using Your Surency Flex
Benefits Card**

**Managing Your
Member Account**

Filing Claims

Editing Your Profile Information

**Using the Surency Flex
Mobile App**

LOGGING IN TO YOUR MEMBER ACCOUNT



1. Visit [Surency.com](https://www.surency.com). Select to view as a **Member**, then select **Flex** under **Login**.
2. Select **Create your new username and password** under New User on the right side of the screen.

** You must be enrolled in our system either by yourself, your employer or a Surency representative before you will be able to access your Member Account. If you have already registered for your Member Account during online enrollment or you have participated in a prior Plan Year with Surency, please disregard the information as your username and password have not changed.*

Note: If you experience any difficulty signing in to your Surency Member Account, please call Customer Service at 866-818-8805.

A screenshot of the Surency FLEX login page. The header features the Surency FLEX logo on the left and a pink banner with the text 'It sure is easy.' on the right. Below the header, the word 'Login' is centered. The main content area is divided into two columns. The left column, titled 'Existing User?', contains the text 'Login to your account', followed by input fields for 'Username' and 'Password'. To the right of these fields are links for 'Forgot Username?' and 'Forgot Password?'. A blue 'Login' button is positioned below the password field. The right column, titled 'New User?', contains a link that says 'Create your new username and password'. At the bottom of the page, there is a line of contact information: 'Contact Us - Call Surency Life & Health at (316) 462-3316, Toll Free at (866) 818-8805 or Email us at moreinfo@surency.com'. Below that is a copyright notice: '© WEX Health Inc. 2004-2019. All rights reserved. Powered by WEX Health'.

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LOGGING IN TO YOUR MEMBER ACCOUNT (CONTINUED)



3. To start, please verify your identity.

A screenshot of the 'User Identification (Step 1 of 3)' form. The header features the Surency FLEX logo and the tagline 'It sure is easy.' in a pink banner. The form title is 'User Identification (Step 1 of 3)'. Below the title, it says 'Complete the information below to verify your identity.' with a '*Required' note. The form contains four input fields: 'First Name*', 'Last Name*', 'Zip Code*' (with a hint 'Please enter your 5 digit zip code.'), and 'SSN or Employee ID*'. The SSN field is split into three boxes with dashes, and there is an 'OR' option between the SSN and Employee ID fields. A 'Next' button is located at the bottom right of the form.

4. You will need to set your security questions and answers to complete your user setup.

A screenshot of the 'Security Questions (Step 2 of 3)' form. The header features the Surency FLEX logo and the tagline 'It sure is easy.' in a pink banner. The form title is 'Security Questions (Step 2 of 3)'. Below the title, it says 'Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.' with a '*Required' note. The form contains five rows, each with a dropdown menu labeled 'Select a question...' and an adjacent text input field for the answer. A 'Next' button is located at the bottom right of the form.

LOGGING IN TO YOUR MEMBER ACCOUNT (CONTINUED)



5. Set your login information.

A screenshot of the 'Change Username and Password' form in the Surency FLEX system. The form is titled 'Change Username and Password (Step 3 of 3)' and includes a header with the Surency FLEX logo and the tagline 'It sure is easy.' The form contains three input fields: 'Username*', 'New Password*', and 'Confirm Password*'. The 'Username*' field has a note: 'Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-)'. The 'New Password*' field has a note: 'The password must: Have a minimum of 10 characters & 20 character max Contain upper case and lower case Not be one of your last 6 passwords Contain at least one number & a special character'. The 'Confirm Password*' field is empty. A 'Submit' button is located at the bottom right of the form. The footer of the form reads: '© WEX Health Inc. 2004-2019. All rights reserved. Powered by WEX Health'.

6. You are ready to begin managing your account online or via the Surency Flex mobile app!

MANAGING YOUR MEMBER ACCOUNT



Once logged in to your Surency Member Account, follow these easy steps to view and manage your account:

View Your Account Balance

1. You can view your account balance on the Home page of your Member Account.

View Your Account Activity

1. Select **Account Activity** from the **Accounts** drop down navigation.
2. From this page you can view all activity on your accounts. Depending on your account options, you may need to select the drop down menu to select your Dependent Care FSA.

View Payment History

1. Select **Your Dashboard** from the **Accounts** drop down navigation.
2. From this page, you can view recent distributions from your accounts and the status of each. Click on a transaction for detailed information on a specific payment.

MANAGING YOUR MEMBER ACCOUNT (CONTINUED)



Change Your Username, Password, or Security Questions

1. Hover over your name in the upper right corner of the page, and select **Login Information**.
2. To change your password, click **Change Password**. To change your username, click **Change Username**. To change your security questions, click **Change Security Questions**. Fill out all fields and select **Submit**.

The screenshot shows the Surency FLEX member account page. In the top right corner, a dropdown menu is open under the user's name, with 'Login Information' highlighted. Below this, the 'Login Information / Update Password' form is displayed. It includes fields for 'Current Password', 'New Password', and 'Confirm New Password'. A note specifies: 'Please enter a new password. The password must: Have a minimum of 6 characters & 20 character max. Not be one of your last 5 passwords. Contain at least one number'. There are 'Cancel' and 'Submit' buttons at the bottom.

Report a Lost/Stolen Benefits (Debit) Card

1. Hover over your name in the upper right corner of the page, and select **Banking/Cards**.
2. On the **Banking/Cards** page, locate the cardholder name and card number of the card you wish to replace. Under the Debit Cards column, select **Report Lost/Stolen**.
3. Verify the selected card is the card you wish to report as lost or stolen and verify the shipping address. When you are finished, click **Submit**.

The screenshot shows the Surency FLEX member account page. In the top right corner, a dropdown menu is open under the user's name, with 'Banking/Cards' highlighted. Below this, the 'Banking / Cards' section is displayed. It includes a table with 'Bank Accounts' and 'Debit Cards'. Under 'Debit Cards', the 'Report Lost/Stolen' option is selected. Below this, the 'Cards / Report Card Lost/Stolen' form is displayed. It includes fields for 'Card Information', 'Current Status' (Active), 'Update Card Status', 'New Status' (Lost/Stolen), and 'Your Mailing Address'. There are 'Cancel' and 'Submit' buttons at the bottom.

NOTE: If you need to report your card as lost or stolen or would like additional debit cards and the option is not available on the Debit Cards page, please contact Surency at 866-818-8805. If you would like to add a PIN to your Debit Card as an extra security measure, call 866-898-9795.

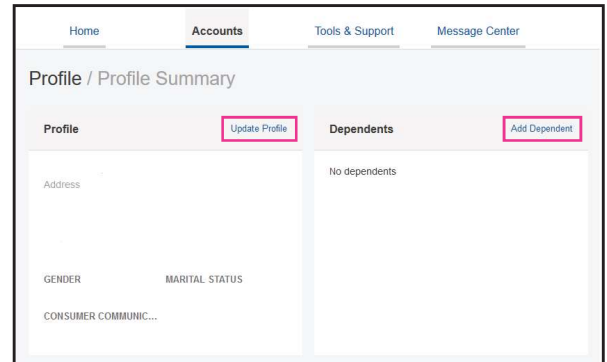
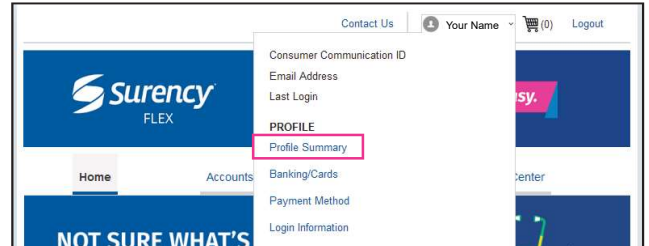
EDITING YOUR PROFILE INFORMATION



Once logged in to your Surency Member Account, follow these easy steps to edit your profile information:

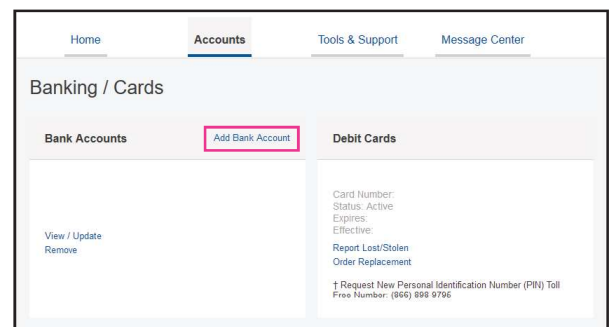
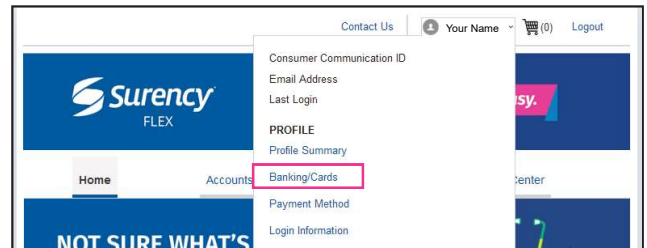
View/Edit Profile Information or Add Dependents/Spouse

1. Hover over your name in the upper right corner of the page, and select **Profile Summary**. Here you can view and update your profile summary including your:
 - ADDRESS
 - PHONE NUMBER
 - EMAIL ADDRESS
 - DEPENDENTS
2. To update your information, click on the button next to the appropriate box, and enter the required information into all fields (marked with a red asterisk).
3. When you are finished, click **Submit**.



Add or Update a Bank Account

1. Hover over your name in the upper right corner of the page, and select **Banking/Cards**.
2. Locate the Bank Accounts section and click **Add Bank Account**. Or, if you are updating information for a bank account that has already been set up, click **View/Update** next to that bank account.
3. Enter your bank account information. Hovering your mouse over the question mark will open a pop up box showing where to find your bank's Routing Number. After verifying you have entered correct information in all fields, click **Submit**.



USING YOUR SURENCY FLEX BENEFITS CARD



Your **Surency Flex Benefits Card** is a special-purpose Visa® Card that gives you an easy, automatic way to pay for eligible expenses. The Benefits Card lets you electronically access the pre-tax amounts set aside in your Surency Flex accounts. Use it when paying for eligible expenses at a provider or merchant that accepts Visa Cards and uses an inventory control system. These transactions may be automatically substantiated, meaning you don't have to file a claim and may not have to submit a receipt. However, always keep all documentation for tax purposes or in case Surency requests further documentation.



HOW TO USE YOUR BENEFITS CARD

1. When it's time to pay, swipe your Surency Flex Benefits Card. Select 'credit' and sign for your purchase. *Optional: In addition to your signature, you can set up a PIN number to access your funds by calling 866-898-9795. If you have a PIN number, select 'debit' and enter your PIN.*
2. Eligible dependent care expenses will be paid for from your account.
3. Keep your receipts in the event that further validation is needed.

DID YOU PAY OUT-OF-POCKET FOR AN ELIGIBLE EXPENSE?

Submit a claim to get paid back using money from your account. There are three ways to submit a claim:

- | | | |
|--|---|---|
| 1. SURENCY FLEX APP
Download the Surency Flex mobile app and submit the claim by taking a photo of your receipt. | 2. MEMBER ACCOUNT AT SURENCY.COM
Log in to your Member Account at Surency.com to upload your receipt. | 3. PAPER CLAIM FORM
Visit Surency.com to download a paper claim form. Complete and return to Surency. |
|--|---|---|

WANT TO GET PAID BACK AUTOMATICALLY?

Sign up for Direct Deposit and after you submit a claim, Surency will automatically deposit those dollars back into your bank account. There are two ways to set up Direct Deposit:

- | | |
|--|---|
| 1. MEMBER ACCOUNT AT SURENCY.COM
Log in to your Member Account at Surency.com to input bank information. | 2. PAPER DIRECT DEPOSIT FORM
Visit Surency.com to download a Direct Deposit form. Complete and return to Surency. |
|--|---|

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FILING CLAIMS



Once logged in to your Surency Member Account, follow these easy steps to file a claim:

File a Claim Online

1. From the **Home** tab, select **File a New Claim**.
2. As determined by your plan design, you may be able to choose the account you wish to be reimbursed from by choosing from the **Pay From** drop down menu.
3. Upload your receipt.
4. Fill out all required fields on the claim form and click **Add Claim** when finished.
5. In your Claims Shopping Cart (at the top of the page), you can update or remove claims. If you are finished editing your claims, you must click **Submit** to finish the claims filing process.

Print a Claim Form

1. Select the **Tools & Support** tab at the top of the page.
2. Click on **Dependent Care Reimbursement Form** to download and print a claim form.
3. Follow the directions on the form, fill it out completely, and send it to us to be processed.

Go to the next page to learn how to access the Surency Flex Mobile App, where you can submit claims right from your mobile device.

SURENCY FLEX MOBILE APP



ACCESS YOUR ACCOUNT FROM ANYWHERE

ACCESS THE INFORMATION YOU NEED:

- Check your Dependent Care Flexible Spending Account (DC FSA) balance.
- View account activity.

TAKE ACTION:

- Submit claims for Dependent Care FSA expenses.
- Snap a photo of receipts within the app to submit with new or existing claims.
- Add and manage your Bank Account(s).
- Access account funds to pay yourself back.
- Report a Surency Flex Benefits Card as lost or stolen.



NEED HELP LOGGING IN?

Contact us for any questions you may have when logging in for the first time.
Give us a call at 866-818-8805 or email Customer Service at flex@surency.com.

YOUR HEALTH SAVINGS ACCOUNT (HSA)



WHAT'S NEXT?

The amount you elected will be automatically taken out of your paychecks in equal increments throughout the Plan Year before you pay federal, state and FICA taxes on the designated amount.

ACCESSING YOUR FUNDS

You may access your funds as they are deposited into your account.

USE YOUR BENEFITS CARD TO PAY FOR ELIGIBLE EXPENSES

1. Have the cashier ring up all of your items together.
2. When it's time to pay, swipe your Surency Flex Benefits Card first. Select 'credit' and sign for your purchase. *Optional: In addition to your signature, you can set up a PIN number to access your funds by calling 866-898-9795. If you have a PIN number, select 'debit' and enter your PIN.*
3. All eligible expenses will be paid for from your account and deducted from your total.
4. If you are purchasing non-eligible items, you will need to have a second form of payment available for those items.
5. Keep your receipts in the event that further validation is needed.



MANAGING YOUR BENEFITS

You have **24/7 access to your account** through the **Surency Flex mobile app** or on your **Member Account** at Surency.com.

Once you hit a certain threshold, you have the option of investing the money in your account. Click on the buttons below for more details.



USE THESE LINKS TO LEARN MORE

Member Account: Logging In

**Requesting Reimbursement/
Contributing Funds**

**Managing Your
Member Account**

**Using the Surency Flex
Mobile App**

Editing Your Profile Information

Investing Funds

**Using Your Surency Flex
Benefits Card**

866-818-8805 • Surency.com

**Click here
to go back.**

LOGGING IN TO YOUR MEMBER ACCOUNT



1. Visit [Surency.com](https://www.surency.com). Select to view as a **Member**, then select **Flex** under **Login**.
2. Select **Create your new username and password** under New User on the right side of the screen.

** You must be enrolled in our system either by yourself, your employer or a Surency representative before you will be able to access your Member Account. If you have already registered for your Member Account during online enrollment or you have participated in a prior Plan Year with Surency, please disregard the information as your username and password have not changed.*

Note: If you experience any difficulty signing in to your Surency Member Account, please call Customer Service at 866-818-8805.

A screenshot of the Surency FLEX login page. The header features the Surency FLEX logo on the left and a pink banner with the text 'It sure is easy.' on the right. Below the header, the word 'Login' is centered. The main content area is divided into two columns. The left column, titled 'Existing User?', contains the text 'Login to your account', followed by 'Username' and 'Password' labels, each with a corresponding input field. To the right of the input fields are links for 'Forgot Username?' and 'Forgot Password?'. A blue 'Login' button is positioned below the password field. The right column, titled 'New User?', contains a link that says 'Create your new username and password'. At the bottom of the page, there is a line of contact information: 'Contact Us - Call Surency Life & Health at (316) 462-3316, Toll Free at (866) 818-8805 or Email us at moreinfo@surency.com'. Below that is a copyright notice: '© WEX Health Inc. 2004-2019. All rights reserved. Powered by WEX Health'.

LOGGING IN TO YOUR MEMBER ACCOUNT (CONTINUED)



3. To start, please verify your identity.

A screenshot of the 'User Identification (Step 1 of 3)' form. The header includes the Surency FLEX logo and the tagline 'It sure is easy.' The form title is 'User Identification (Step 1 of 3)'. Below the title, it says 'Complete the information below to verify your identity.' with a '*Required' note. The form contains four fields: 'First Name*' with a text input, 'Last Name*' with a text input, 'Zip Code*' with a text input and a hint 'Please enter your 5 digit zip code.', and 'SSN or Employee ID*' with a dropdown menu showing 'SSN' and 'Employee ID' options, separated by a '- OR -' label. A 'Next' button is at the bottom right.

4. You will need to set your security questions and answers to complete your user setup.

A screenshot of the 'Security Questions (Step 2 of 3)' form. The header includes the Surency FLEX logo and the tagline 'It sure is easy.' The form title is 'Security Questions (Step 2 of 3)'. Below the title, it says 'Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.' with a '*Required' note. The form contains five rows, each with a 'Select a question...' dropdown menu and a corresponding text input field for the answer. A 'Next' button is at the bottom right.

LOGGING IN TO YOUR MEMBER ACCOUNT (CONTINUED)



5. Set your login information.

A screenshot of the 'Change Username and Password' form in the Surency FLEX system. The form is titled 'Change Username and Password (Step 3 of 3)' and includes the Surency FLEX logo and the tagline 'It sure is easy.' at the top. The main heading is 'Change Username and Password (Step 3 of 3)'. Below this, there is a section titled 'Please change your login information.' with a '*Required' label. The form contains three input fields: 'Username*', 'New Password*', and 'Confirm Password*'. The 'Username*' field has a note: 'Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-)'. The 'New Password*' field has a note: 'The password must: Have a minimum of 10 characters & 20 character max. Contain upper case and lower case. Not be one of your last 6 passwords. Contain at least one number & a special character'. The 'Confirm Password*' field is empty. A blue 'Submit' button is located at the bottom right of the form. At the bottom of the page, there is a copyright notice: '© WEX Health Inc. 2004-2019. All rights reserved. Powered by WEX Health'.

6. You are ready to begin managing your account online or via the Surency Flex mobile app!

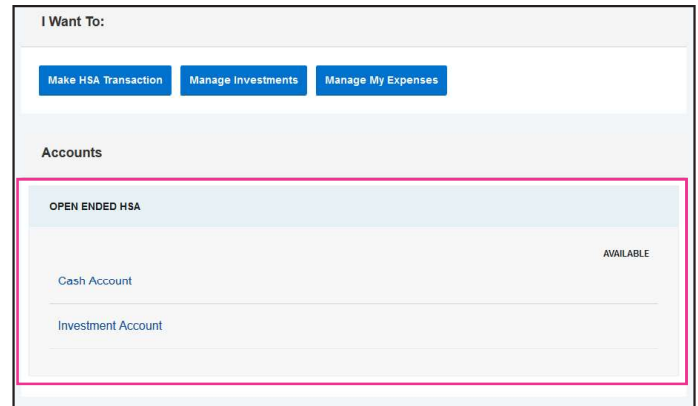
MANAGING YOUR MEMBER ACCOUNT



Once logged in to your Surency Member Account, follow these easy steps to view and manage your account:

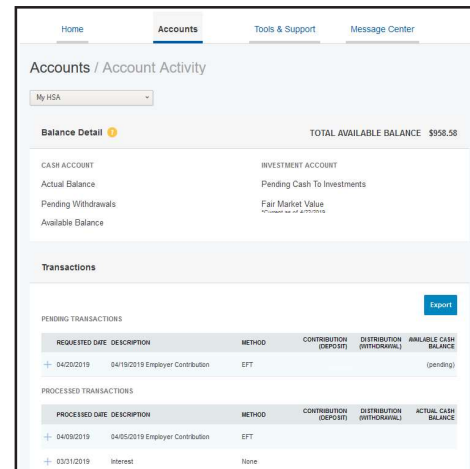
View Your Account Balance

1. You can view your account balance on the Home page of your Member Account.



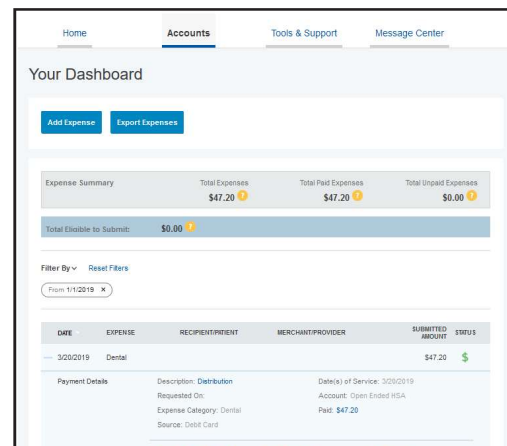
View Your Account Activity

1. Select which account you would like to view from the Home page (seen above), or from the **Accounts** drop down navigation, select **Account Activity**.
2. From this page you can view all activity on your accounts.



View Payment History

1. Select **Your Dashboard** from the **Accounts** drop down navigation.
2. From this page, you can view all distributions from your accounts and the status of each. Click on a transaction for detailed information on a specific payment.



MANAGING YOUR MEMBER ACCOUNT (CONTINUED)



Change Your Username, Password, or Security Questions

1. Hover over your name in the upper right corner of the page, and select **Login Information**.
2. To change your password, click **Change Password**. To change your username, click **Change Username**. To change your security questions, click **Change Security Questions**. Fill out all fields and select **Submit**.

The screenshot shows the Surency FLEX user interface. In the top right corner, a dropdown menu is open, showing options: Consumer Communication ID, Email Address, Last Login, PROFILE, Profile Summary, Banking/Cards, Payment Method, and Login Information (highlighted with a red box). Below this, the 'Accounts' tab is selected, and the 'Login Information / Update Password' form is displayed. The form includes fields for 'Current Password *', 'New Password *', and 'Confirm New Password *'. A note states: 'Please enter a new password. The password must: Have a minimum of 6 characters & 20 character max. Not be one of your last 3 passwords. Contain at least one number.' There are 'Cancel' and 'Submit' buttons at the bottom.

Report a Lost/Stolen Benefits (Debit) Card

1. Hover over your name in the upper right corner of the page, and select **Banking/Cards**.
2. On the **Banking/Cards** page, locate the cardholder name and card number of the card you wish to replace. Under the Debit Cards column, select **Report Lost/Stolen**.
3. Verify the selected card is the card you wish to report as lost or stolen and verify the shipping address. When you are finished, click **Submit**.

NOTE: If you need to report your card as lost or stolen or would like additional debit cards and the option is not available on the Debit Cards page, please contact Surency at 866-818-8805. If you would like to add a PIN to your Debit Card as an extra security measure, call 866-898-9795.

The screenshot shows the Surency FLEX user interface. In the top right corner, a dropdown menu is open, showing options: Consumer Communication ID, Email Address, Last Login, PROFILE, Profile Summary, Banking/Cards (highlighted with a red box), Payment Method, and Login Information. Below this, the 'Accounts' tab is selected, and the 'Banking / Cards' page is displayed. The page has two columns: 'Bank Accounts' and 'Debit Cards'. Under 'Debit Cards', the 'Report Lost/Stolen' link is highlighted. Below this, the 'Cards / Report Card Lost/Stolen' form is displayed. The form includes sections for 'Card Information' (Selected Card, Current Status: Active) and 'Update Card Status' (New Status: Lost/Stolen, Your Mailing Address). There are 'Cancel' and 'Submit' buttons at the bottom. A note at the bottom states: '* A new card with a new card number will automatically be issued and mailed to the primary cardholder's address to replace the lost/stolen card within 5-7 business days. * The cardholder must have a United States mailing address to receive a new card. If a card is requested and the cardholder has an international mailing address, a card will not be generated. If you suspect fraudulent activity on your account a Transaction Dispute form must be filled out, mailed and/or faxed to Cardholder Services. Transactions Dispute forms must be received within 90 calendar days from original transaction(s) settlement date. This form can be found on the portal under Tools & Support.'

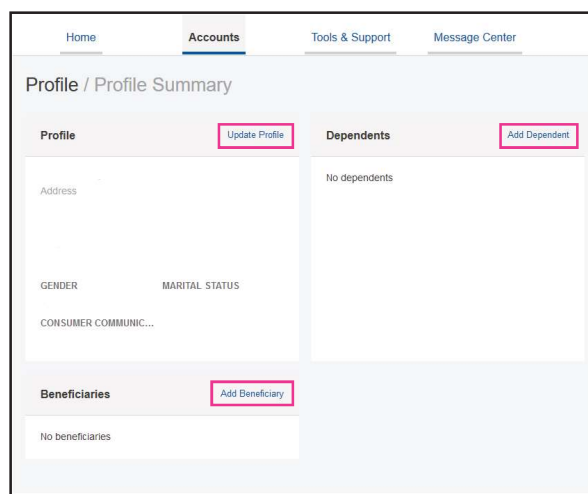
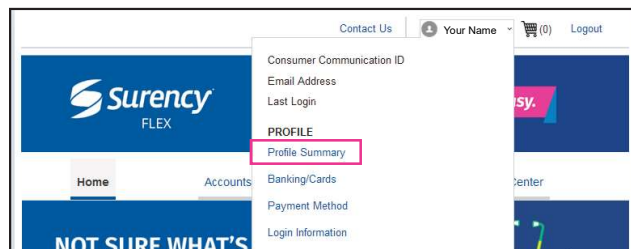
EDITING YOUR PROFILE INFORMATION



Once logged in to your Surency Member Account, follow these easy steps to edit your profile information:

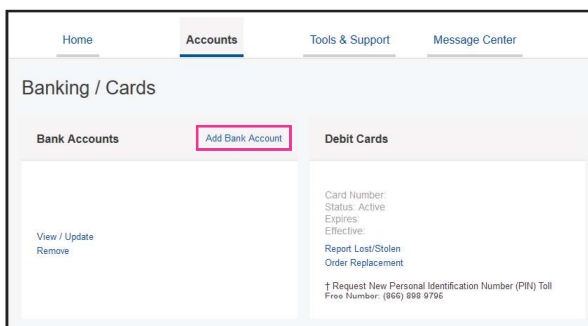
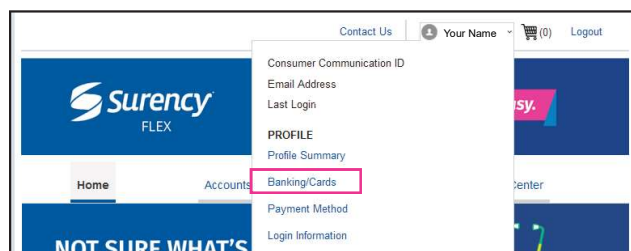
View/Edit Profile Information/ Dependents/Beneficiary

1. Hover over your name in the upper right corner of the page, and select **Profile Summary**. Here you can view and update your profile summary including your:
 - **ADDRESS**
 - **PHONE NUMBER**
 - **EMAIL ADDRESS**
 - **DEPENDENTS**
 - **BENEFICIARY**
2. To update your information, click on the button next to the appropriate box, and enter the required information into all fields (marked with a red asterisk).
3. When you are finished, click **Submit**.



Add or Update a Bank Account

1. Hover over your name in the upper right corner of the page, and select **Banking/Cards**.
2. Locate the Bank Accounts section and click **Add Bank Account**. Or, if you are updating information for a bank account that has already been set up, click **View/Update** next to that bank account.
3. Enter your bank account information. Hovering your mouse over the question mark will open a pop up box showing where to find your bank's Routing Number. After verifying you have entered correct information in all fields, click **Submit**.



USING YOUR SURENCY FLEX BENEFITS CARD



Your **Surency Flex Benefits Card** is a special-purpose Visa® Card that gives you an easy, automatic way to pay for eligible expenses. The Benefits Card lets you electronically access the pre-tax amounts set aside in your Surency Flex accounts. Use it when paying for eligible expenses at a provider or merchant that accepts Visa Cards and uses an inventory control system. These transactions may be automatically substantiated, meaning you don't have to file a claim and may not have to submit a receipt. However, always keep all documentation for tax purposes or in case Surency requests further documentation.



HOW TO USE YOUR BENEFITS CARD

1. Have the cashier ring up all of your items together.
2. When it's time to pay, swipe your Surency Flex Benefits Card first. Select 'credit' and sign for your purchase. *Optional: In addition to your signature, you can set up a PIN number to access your funds by calling 866-898-9795. If you have a PIN number, select 'debit' and enter your PIN.*
3. All eligible expenses will be paid for from your account and deducted from your total.
4. If you are purchasing non-eligible items, you will need to have a second form of payment available for those items.
5. Keep your receipts in the event that further validation is needed.

DID YOU PAY OUT-OF-POCKET FOR AN ELIGIBLE EXPENSE?

Submit a request for reimbursement to get paid back using money from your account. There are three ways to submit a claim:

- | | | |
|--|---|--|
| 1. SURENCY FLEX APP
Download the Surency Flex mobile app and submit the request for reimbursement. | 2. MEMBER ACCOUNT AT SURENCY.COM
Log in to your Member Account at Surency.com to submit your reimbursement request. | 3. PAPER CLAIM FORM
Visit Surency.com to download a paper HSA Distribution Request form. Complete and return to Surency. |
|--|---|--|

WANT TO GET PAID BACK AUTOMATICALLY?

Sign up for Direct Deposit and after you submit a request for reimbursement, Surency will automatically deposit those dollars back into your bank account. There are two ways to set up Direct Deposit:

- | | |
|--|---|
| 1. MEMBER ACCOUNT AT SURENCY.COM
Log in to your Member Account at Surency.com to input bank information. | 2. PAPER DIRECT DEPOSIT FORM
Visit Surency.com to download a Direct Deposit form. Complete and return to Surency. |
|--|---|

REQUESTING REIMBURSEMENT



Once logged in to your Surency Member Account, follow these easy steps to request reimbursement:

Request HSA Reimbursement or Make a Post-Tax Contribution

1. From the **Home** tab, select **Make HSA Transaction**.
2. To request an **HSA distribution**, select **My HSA** in the **From** option. Fill out all required fields and click **Submit**.

If you wish to have your distribution check made out to your provider, you should select **Someone Else** as the **To** option. Then enter your provider's name in the Recipient Name box.

3. To make a **post-tax HSA contribution**, instead of Step 2, select **My HSA** as the **To** option and fill out all required fields. Make sure you don't go over the maximum contribution allowed by using the chart available on the form.

Print a Distribution Form

1. Select the **Tools & Support** tab at the top of the page.
2. Click on **HSA Distribution Request Form** to download and print a distribution form.
3. Follow the instructions on the form, fill it out completely, and submit it to us for processing.

Go to the next page to learn how to access the Surency Flex Mobile App, where you can request reimbursements right from your mobile device.

SURENCY FLEX MOBILE APP



ACCESS YOUR ACCOUNT FROM ANYWHERE

ACCESS THE INFORMATION YOU NEED:

- Check your Health Savings Account (HSA) balance.
- View account activity.
- View investments.
- Access FSASore.com to purchase eligible items like contact lenses, first aid kits, sunscreen and more. Use your Surency Flex Benefits Card to pay.



TAKE ACTION:

- Snap a photo of receipts within the app to submit with new or existing claims.
- Request HSA distributions and make HSA contributions.
- Add and manage your Bank Account(s).
- Access account funds to pay yourself back or to pay your doctor.
- Scan items at the store to find out if they are eligible expenses.
- Report a Surency Flex Benefits Card as lost or stolen.
- Use the HSA Healthcare Savings Calculator to set up a savings goal based on your account balance and future saving needs.



NEED HELP LOGGING IN?

Contact us for any questions you may have when logging in for the first time. Give us a call at 866-818-8805 or email Customer Service at flex@surency.com.

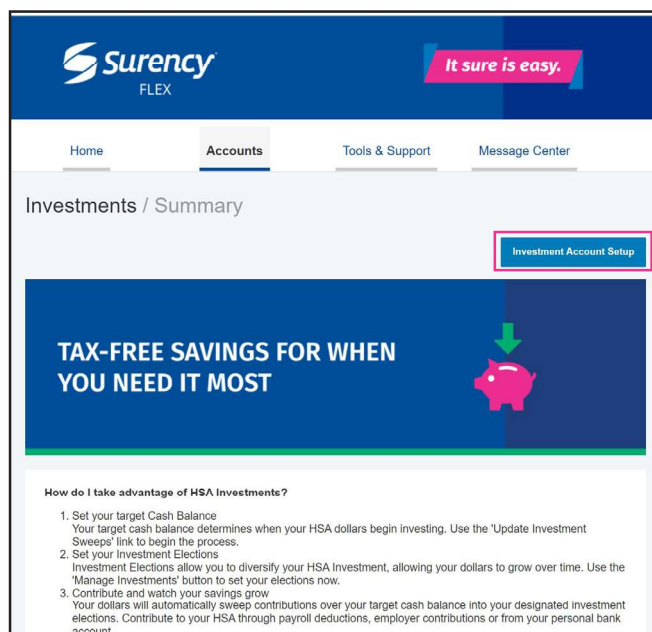
INVESTING HSA FUNDS



Once logged in to your Surency Member Account, follow these easy steps to start growing your funds by investing:

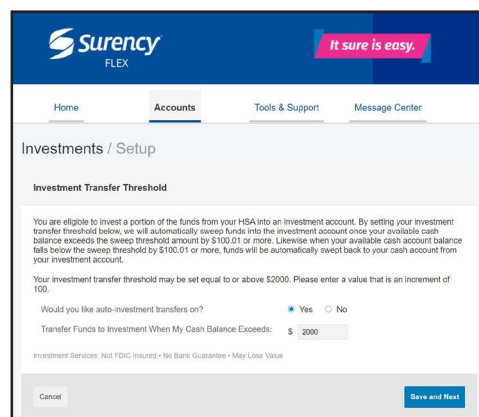
INVEST FUNDS IN YOUR HSA

- Select **Investments** by hovering over the **Accounts** tab.
- To set up investments for the first time, select **Investment Account Setup** where you will be able to set your cash account threshold. Please note that the cash account balance is the amount available on the Surency Flex Benefits Card at any given time. For most groups, at least \$2,000 must be kept in the cash account, but more may be elected.



MANAGE YOUR INVESTMENTS

- Once you have set up your investments, you will be able to manage them by selecting **Manage Investments** when hovering over **Accounts**.
- From this page you can change your Investment Transfer Threshold or update how your funds are allocated.



You should consult your own legal and tax advisors regarding your personal situation and whether investing is right for you.



CONTACT US

It sure is easy.

Customer Service

866-818-8805

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Mailing Address

P.O. Box 789773

Wichita, KS 67278-9773

Visit [Surency.com](https://www.surency.com) to submit a question to our Customer Service team via the Online Contact form.

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