

Manage your benefits *online*

Whether you participate in the BESTflex PlanSM, the EBC HRASM or both, review account balances and claims, download information and forms and more.

Activate your account

How To: Access Your Account

1. Go to www.ebcflex.com
2. Click the "Participant Log-In" link at the top of the page.

To create an account, click on the "First Time Users Activate Account" link and follow the instructions to activate your account.

3. Log in with your User ID and Password.

Manage your credentials

My Account Assistant allows you to set a User ID and PIN of your choice. Hover over the "Account Settings" link in the menu below the banner and click "Security Info." This opens a form that lets you enter a new User Name, if desired, and change your password.

The next time you log in, you'll use your new credentials.

The Account Overview page

After you log into My Account Assistant, we direct you to your Account Overview. This page features basic information about all aspects of your BESTflex Plan, EBC HRA or both. It's a quick way to review your account balances, recent claims and account information.

Contents of note:

- The main menu **[A]** links you to other sections of My Account Assistant
- Basic plan information **[B]**, including the start and end dates of the current plan

Employee Benefits Corporation My Account Assistant

Account Overview | Account Settings | Claims & Payments | Plan & Features | Forms & Reports | Renewal

Jeff Gordon
STREET: 165 Raceway Blvd Middleton, WI 53562 | EMPLOYER: Demo Employer

Information on this portal represents the status of your account at the start of the business day.

Contact Info Toll Phone : 800 346 2126 Fax : 608 831 4790
Phone : 608 831 8445 E-mail : abconline

Plans | Current Plans | Future Plans

The BESTflex Plan
Demo Employer Flexible Compensation Plan
Status Active Benny No

Plan Quick Link(s) [Plan Design Details](#) [My Company Plan](#) [Participant Statement](#) [Renewal Information](#)

Health Care FSA Start date 01/01/2010 Grace period 03/15/2011
End date 12/31/2010 Claims runout 03/31/2011
(Minimum plan year contribution - \$250.00, Maximum plan year contribution - \$1,500.00)

Election Amount	\$749.84	Payroll Deposits	\$0.00
Employer Contribution	\$0.00	Claims Paid	\$0.00
Forfeited	\$0.00	Claims Pending	\$0.00
		Account Balance	\$749.84

Dependent Care FSA Start date 01/01/2010 Grace period 03/15/2011
End date 12/31/2010 Claims runout 03/31/2011
(Minimum plan year contribution - N/A, Maximum plan year contribution - \$5,000.00)

Election Amount	\$4,999.80	Payroll Deposits	\$0.00
Employer Contribution	\$0.00	Claims Paid	\$0.00
Forfeited	\$0.00	Claims Pending	\$0.00
		Account Balance	\$0.00

Last 3 Claims Requests (as of 1/6/2011)

Claim Amount	\$10.00
Claim ID	5168381
Plan Type	Health Care FSA
Process Type	Approved
Amount Paid	\$10.00
Excluded	\$0.00

Last Payment(s) (as of 1/6/2011)
No Payments Have Been Made

User Account

First Name Jeff
Last Name Gordon
Suffix
Birth Date 3/28/1972
Division
Address 165 Raceway Blvd Middleton, WI 53562
Phone
Phone Ext
Fax
Email
Additional PHI Users
Name
Jeff Gordon

year and your account balances, are available in the center of the page

Shortcut: Use the Plan Quick Links to view more detailed account reports and documents

- Your three most recent reimbursement requests are displayed in the Claims & Payments overview **[C]**, left-hand column

Shortcut: Click the underlined Claim Amount to view each claim in more detail

- Your contact information **(D)** and any individuals who are authorized to view your protected health information (PHI) are shown in the right-hand column

Review your claims

We keep a history of your claims and reimbursement payments. Hover over the “Claims & Payments” link and choose “Claims History” or “Payments History.”

Claims History

The claims you’ve submitted are listed, along with basic details, under the Claims section [A]. You can select any claim you’ve submitted to view the full details [B] and associated reimbursement payment. If a claim or part of a claim was denied, it is listed as “Excluded” instead of “Approved.”

You can use the buttons [C] above the claims listing to view a combined list of all claims, or only those that apply to a specific account (e.g., Health Care FSA, EBC HRA).

Payment History

The Payment History works much like the Claims History. You can choose any of the reimbursement payments [D] you received

during the current plan year and, in the details section [E], see the actual claims that made up the payment.

Downloading forms and information

You can download and print PDF versions of the forms and materials that help you use and understand your plan. Each available document is specific to your employer’s plan.

To check out the forms and materials available to you, click the “Forms & Reports” link in the My Account Assistant menu. With the Forms tab [A] selected, choose the appropriate Product Type and Plan Year using the drop-down boxes [B]. In the list displayed below, you can click each document title [C] to download it in PDF format.

Keep your contact information up to date

It’s important that you keep your contact information up to date to receive important messages from us. This includes your email address to receive notifications when your claims have been processed and important reports are available at key times.

Hover over “Account Settings” link and click “Contact Info” and “Address Info.”

Sign up for Direct Deposit.

Have your reimbursement payments deposited directly into your bank account. Just hover over the “Account Settings” link and click “Banking Info.”

You can sign up for the first time, change your existing Direct Deposit information, or cancel your existing Direct Deposit.

Learn more about My Account Assistant

Contact us | participantservices@ebcflex.com

**Employee
Benefits
Corporation**
We make it easy.

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An employee-owned company

www.ebcflex.com