My Account Assistant

Manage your benefits *online*

Whether you participate in the BESTflex Plan℠, the EBC HRA℠ 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

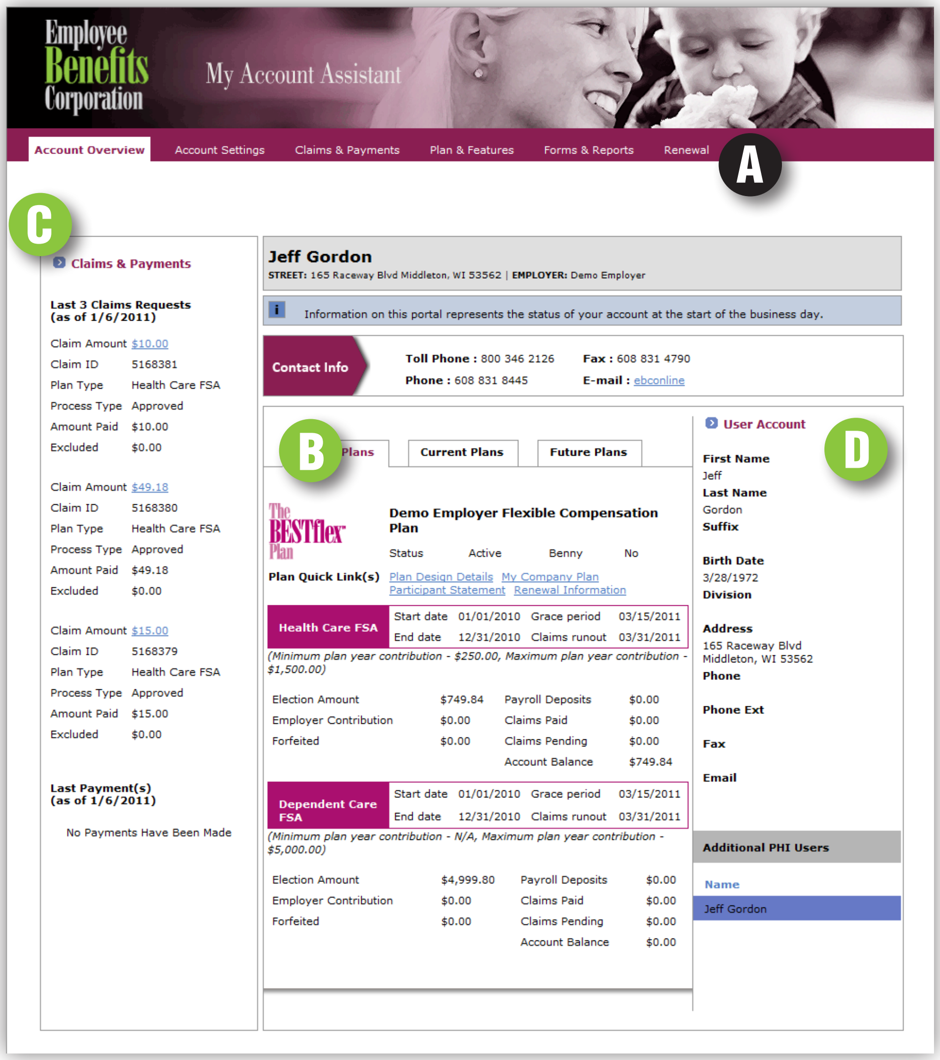
After you log into My Account Assistant, we direct you to your Account Overview. This page features basic information about all aspects of your BESTflex Plan, EBC HRA or both. It’s a quick way to review your account balances, recent claims and account information.

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 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



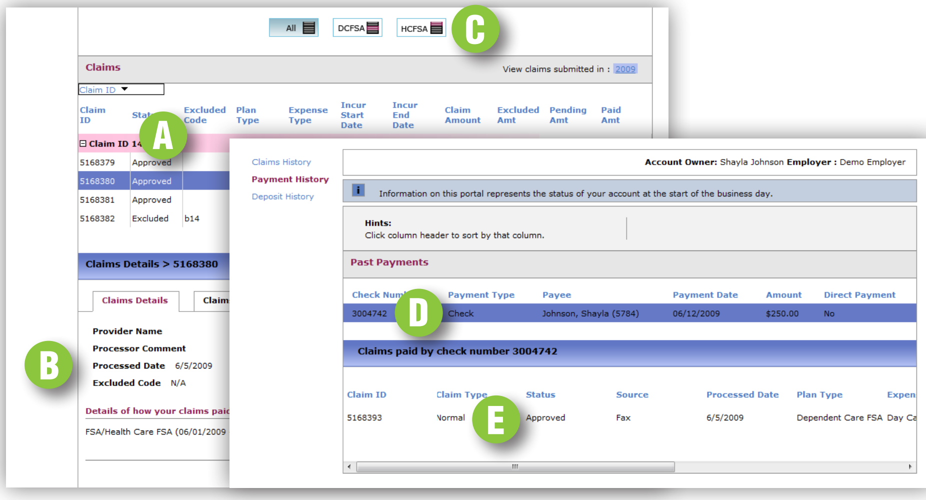
Review your claims

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).



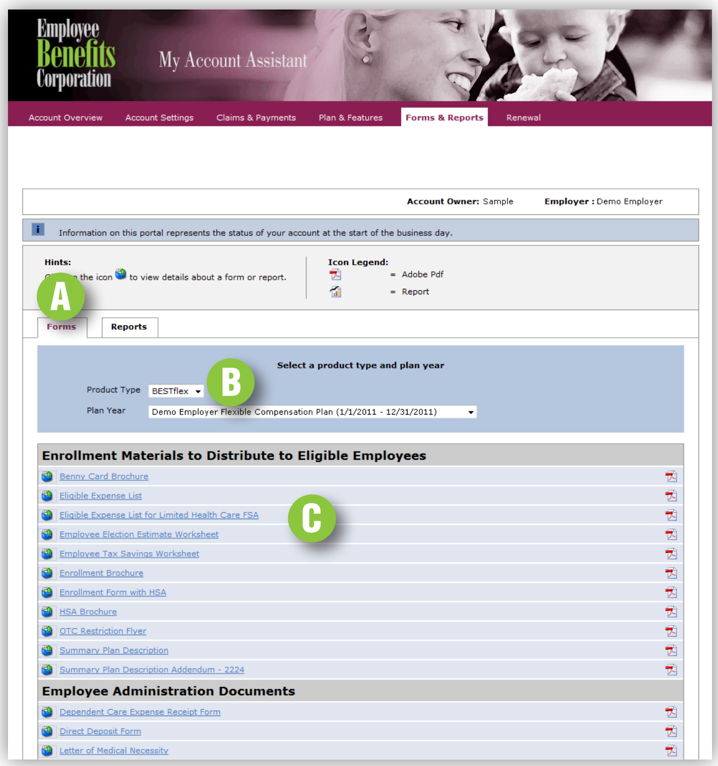
Payment History

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.

Employee Benefits Corporation

We make it easy.

P: 800 346 2126 | 608 831 8445
F: 608 831 4790
P.O. Box 44347
Madison, WI 53744-4347
An employee-owned company
www.ebcflex.com

Learn more about My Account Assistant

Contact us | participantservices@ebcflex.com