

The City of Milwaukee has selected eflexgroup.com (eflex) to begin administering your Flexible Spending Account (FSA). Founded in 2000 on the idea that administration of benefits should be easier, eflex is a different kind of administrator. Operating under the standards of fast answers, fast claims, and Web self service, eflex is creating the highest standards for customer service and innovation in the consumer-driven health market. At eflex, we're committed to providing you with world-class products and service.

Your New FSA Plan at a Glance

Last day to file claims with current FSA Administrator: October 31, 2010

Effective date with eflex: November 1, 2010

Date you may begin submitting claims to eflex: November 15, 2010

Plan-year end date: March 15, 2011

New plan year begins: January 1, 2011



How Does it Work?

- Your **existing FSA will continue for the rest of your plan year, October 31, 2010**
- While your current FSA will remain active, the company processing reimbursements will change. eflex will take over plan administration.
- Everyone who was enrolled in the FSA will be automatically enrolled in the eflexFSA; **there's no need to re-enroll for this mid-year change.**
- Your regular **payroll deductions will continue without interruption.**
- Your year-to-date FSA account balances will roll over to your eflexFSA, and will remain available through the plan year.
- Anyone not currently enrolled in the FSA can't join the eflexFSA until the new plan year begins.
- If your current FSA includes a debit card, you'll be issued a new eflex Card by December 1, 2010.

Submitting Claims

On your plan start date, you may begin submitting claims to be processed one week later. After this one week transition period is over, **claims will be processed within 24-48 hours.**

To be reimbursed for your expenses under your eflexFSA, you'll need to submit a claim form and documentation. Claim forms can be found at www.eflexgroup.com/forms. Complete the form, attach the documentation (e.g., receipts) and send it to us via fax, email, or mail. Our contact information is provided below. You may also file your claims electronically at <https://employee.eflexgroup.com>. Follow the instructions on the page to access your account.

Questions?

You may call eflex Customer Care toll-free at 1.877.933.3539. Customer Care Representatives will be available to talk with you Monday through Friday from 7 a.m. until 7 p.m. There's also a call center available after hours (at the same toll-free number) so you may speak with a live representative **24 hours a day, 7 days a week, and 365 days a year (24/7/365)**. You may also access Live Chat at www.eflexgroup.com or email us at CustomerCare@eflexgroup.com.

We'll make your life brighter by taking care of the details.