

REIMBURSEMENT ACCOUNT ACCESS

24 HOURS A DAY, 7 DAY A WEEK



Online Web Site Instructions

The following instructions will guide you through Acclaim Benefits participant information Web site:

www.acclaimbenefits.com

Accessing the Online System

- Go to **www.acclaimbenefits.com**
- Find the Participant Login in the lower right corner and click on **Reimbursement Services**.
- Enter your nine-digit **Personal Identification Number (or SSN)**, and **Password** then click **Login**.

If you do not have a Password, please contact customer service by calling 800.333.3724 or e-mail fsacsr@acclaimbenefits.com.

FlexLine Passwords:

If you created a Password for the *FlexLine* automated telephone system, you must use the same Password to access your information on the Web site.

Misplaced or Forgotten Passwords:

- Request your Password by clicking the **Forgot Your Password?** link on the login screen.
- Enter your nine-digit **Personal Identification Number** and click **Request**.
- A copy of your Password will be mailed to your home address.

You may also request your Password by calling Acclaim Benefits (at the customer service number listed above) and press **0** and follow the prompts. Your Password will be mailed to you.

Menu Options

- **Account Profile**
 - > Change your phone number, E-mail address, or Login Password.
 - > *We Contact You* electronic notification program (opt in/opt out).
 - > Sign up for Direct Deposit.
- **Account Information**
 - > Reimbursement Request History (status)
 - > Reimbursement Summary (payments)
 - > Reimbursement Plan History
 - View Summary (annual elections)
 - Plan Highlights (company plan)
 - View Schedule (for reimbursements)
- **Forms** (view and print)
- **Contact Us**
- **Unsubscribe** (*We Contact You*)

For questions:

Contact customer service Monday - Friday, 7:00a.m. - 6:00p.m. (CT)
1.800.333.3724 or fsacsr@acclaimbenefits.com

REIMBURSEMENT ACCOUNT ACCESS

24 HOURS A DAY, 7 DAY A WEEK



Telephone Instructions

The following instructions will guide you through Acclaim Benefits interactive voice response (IVR) telephone system, called *FlexLine*:

1.800.333.3724

Accessing the IVR System

- Call **1.800.333.3724**
- Enter your **nine-digit Personal Identification Number** or **SSN**.
- Enter your **Password**.

If you do not have a Password, please contact customer service by calling 800.333.3724 or e-mail fsacsr@acclaimbenefits.com.
- Listen to the Main Menu of options and make a selection.

Web Site Passwords:

If you have created a Password on Acclaim Benefits Web site, you must use the same Password to access your information via the *FlexLine*.

Misplaced or Forgotten Passwords:

- Request your Password by calling **1-800-333-3724**.
- When prompted, press #.
- A copy of your Password will be mailed to your home address.

At any time during your call you may press **0** to speak to a customer service representative, available Monday through Friday, 7:00a.m. - 6:00p.m. (CT).

You may also request your Password through the Web site at www.acclaimbenefits.com (see reverse page).

Menu Options

- 1 Account Information**
 - 1** Primary account information
 - 2** Secondary account information
- 2 Status of Claims**
 - 1** Information about claims
 - 2** Information about reimbursement checks
- 4 Change Your Password**

Follow instructions to change your Password. Passwords can be four to eight digits long.
- 5 Obtain Acclaim Benefits Address & Fax**
 - 1** Mailing address
 - 2** Fax number
 - 3** Web address
- 6 Deactivate Your Benefits Debit Card**
 - 1** Confirm deactivation of your debit card
- 7 Enroll**

If your employer has this option available, follow the instructions to enroll in the flexible spending account plan.

Note: *FlexLine* does not require you to press the pound key (#) after entering a selection.

For questions:

Contact customer service Monday - Friday, 7:00a.m. - 6:00p.m. (CT)
1.800.333.3724 or fsacsr@acclaimbenefits.com