

Dear Participant,

Your FSA will soon transition to Total Administrative Services Corporation (TASC) and will be administered on our web-based platform called Universal Benefit Account. To learn more about TASC, please visit www.tasconline.com. Once the transition is complete, all of your current information (demographics, contributions to date, and reimbursements to date) will be available on the TASC website. There is no action needed by you to update information. Instead, this letter will outline what you need to know to continue enjoying your FSA benefits.

Attached Materials

- TASC Card Experience Flyer
- TASC Mobile Experience Flyer
- TASC Web Experience Flyer

Watch for New Materials

In the following weeks, you will receive updated plan materials explaining how to use your new account. Please make sure to review the materials upon receipt:

- The participant welcome letter will include a Participant Reference Guide outlining how to sign up for your online account (emailed from TASC if you have an email address in our system or mailed if no email address listed).
- TASC Card, which will be mailed to your residence. (For security reasons, cards are sent in plain white envelopes with a TASC return address).

Important Information

There will be brief period of time when your FSA funds are unavailable. This blackout period will be approximately 10 business days and is necessary to allow your plan information to be uploaded to TASC. We apologize for any inconvenience. This does not mean that you cannot incur expenses during this time. For any expenses during this time, please pay for the expenses, then submit a reimbursement request via the website or mobile app (free download for Apple and Android devices - search for TASC app and choose the green icon) once your plan is active with TASC.

- Your claim card with National Benefit Services (NBS) will deactivate at close of business on **December 16th**.
- All manual reimbursement requests received at NBS by **noon on December 16th** will be processed and paid.
- The new TASC Card is expected to be functioning by **January 1st** which is also when you may begin submitting reimbursement requests to TASC.
- If your card does not arrive by January 7th, you may still begin submitting claims online or via the mobile app.

Submitting Claims with TASC

- Website: sign in to your account at www.tasconline.com.
- Mobile app

You will find more information on each of these options in your **Participant Reference Guide**.

Please review the enclosed “TASC Card Experience” flyer for more detailed information about the TASC Card.

Customer Service is Just a Call Away

If you have any questions regarding your plan, please contact TASC at 800-422-4661.

We are confident that you will be pleased with the same superior customer service you have always received. We appreciate your business and look forward to a continued relationship. Please watch for subsequent communications regarding Universal Benefit Account mentioned above.