



Participant's Guide to the FlexSystem Claim Card

Congratulations! Your employer has elected the FlexSystem Claim Card feature. This feature provides another tool for submitting your eligible expense claims to FlexSystem. Please take the time to read this material and to become familiar with the operation of your FlexSystem Claim Card.

What is the FlexSystem Claim Card?

With the FlexSystem Claim Card you can pay at the point of service for your eligible medical, dependent care and/or transportation expenses. Use the FlexSystem Claim Card and eliminate the need to submit your claim by paper, fax or the web.

Where Can the FlexSystem Claim Card Be Used?

The FlexSystem Claim Card looks like a typical debit card, but is used as a Credit Card. Pin numbers are not assigned. Use your FlexSystem Claim Card for eligible medical expenses at doctor and dentist offices, pharmacies (to include over-the-counter-medication), and vision service locations. Your FlexSystem Claim Card can also be used for eligible Dependent Daycare and Transportation expenses, based on the funds available for those benefits as defined by your Plan.

If a business does not accept the FlexSystem Claim Card, submit your request on-line (at www.accesstasc.com), or mail or fax your request to the address on your Request for Reimbursement Form.

You must retain records and documents that support and validate your FlexSystem Claim Card transactions. In some cases, you may be required to submit receipts and/or any other related claim documentation to substantiate a claim. If you fail to comply, payment may be denied and/or your card may be suspended.

How is the Card Issued?

The FlexSystem Claim Card will be mailed directly to you at the address on record for your FlexSystem Plan. Please read the enclosed Cardholder Agreement carefully before you use the FlexSystem Claim Card. The Card will be activated automatically when you use it the first time. You need take no additional steps to activate your Card.

How Can I Replace a Lost or Stolen FlexSystem Claim Card?

To report a lost or stolen FlexSystem Claim Card, you must notify FlexSystem immediately by e-mailing service@tasconline.com. The lost/stolen card will be cancelled, and a new card will be promptly issued to you. A \$10.00 reissue fee will be automatically withdrawn from you FlexSystem account (pre-tax).

Additional Questions?

Contact FlexSystem Client Services via e-mail at service@tasconline.com or via phone at 1-800-422-4661, with any additional questions.

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