

WELCOME



Congratulations on your recent enrollment in the Flexible Spending Arrangement plan, sponsored by **Boise Independent School District**. Flex-Plan Services, Inc. is here to make sure that you get the most out of this valuable benefit. We've outlined some of the administrative details of how your plan works below.

If you have general questions regarding how a Flexible Spending Arrangement plan works, you can visit our Website at www.flex-plan.com, or call our customer service center. See your Summary Plan Description (available from your employer) for specific details regarding your plan.

ONLINE ACCOUNT ACCESS

Available through our Website (www.flex-plan.com), select any of the links labeled 'Participant' to direct you to the participant information page. From here you can access your account by selecting 'Manage My Account'. First time users will select 'Register with Flex-Plan.com'.

To register for online account access you will be requested to provide the following information:

- Last Name, First Initial
- E-mail Address
- Company Code: **BOI**
- Choose a User Name
- Date of Birth

Do not forget to review and accept the 'Terms and Conditions'. Shortly after registering for online access you will receive an e-mail confirmation with a temporary password.

CUSTOMER SERVICE

A dedicated staff of customer service agents is available to answer your inquiries, Monday through Friday, between the hours of 7:00 am and 5:00 pm (PT). You can reach our customer service at (425) 452-3500 or toll-free at (800) 669-3539. Customer service inquiries can also be sent by email to flexplan@flex-plan.com.

PLAN YEAR

The dates of service for your eligible expenses must be during the plan year, which is **September 1, 2009** through **August 31, 2010**. Under this plan, you'll have a **90-day** claims run-out period after the end of the plan year (**November 30, 2011**) to submit claims. Claims postmarked after this date cannot be accepted.

CLAIMS & REIMBURSEMENTS

A claim form is enclosed for your convenience. This form must be used when submitting a claim. You will want to make additional copies of the form for use throughout the year. Some other things to keep in mind:

- You may fax, email, or mail your claim. Use only one method per submission (do not fax *and* email).
- Submit your claim at least two (2) full business days prior to your reimbursement date.
- For Day Care – This benefit is not pre-funded; we will only reimburse your claim up to the amount you have contributed to the plan as of the processing date.

Reimbursement checks will be mailed to your **home** or initiated to be deposited into your bank account on Thursdays.

We are looking forward to serving you in the upcoming year.

Flex-Plan Services, Inc.