



Participant Quick Start Guide

Welcome to your spending account plan!
We're here to help you get set up quickly and easily.



ONLINE ACCOUNT

Set up your online account for easy access to your personal account dashboard with real time activity!



HOW TO ACCESS FUNDS

You have multiple options to access your available funds. Learn all the ways to use your account!



ASIFLEX DEBIT CARD

The ASIFlex Debit Card offers a convenient method to access funds for eligible expenses!
*If offered by your employer.



ASIFlex Participant Portal

Access your online account
24/7/365!



Account Detail

Easy access to your personal dashboard with real-time account activity.



Secure Notifications

Access the secure message center with all notifications sent from ASIFlex.



Cardless Pay Shopping

Shop the FSAstore - payment is made from your FSA account! No claim filing required and the items ship directly to you.



Claim Options

Submit claims, substantiate ASIFlex Debit Card transactions, schedule/view recurring direct payment to providers.



Online Resources

We offer a range of online tools and features to help manage your account and stay informed.



Account Settings

Manage account settings including login credentials, notification preferences, and banking information.

Visit www.asiflex.com for additional resources and tools.

Online Account Set Up

www.asiflex.com

1



Go to ASIFlex.com

Click 'Employee (Participant) Login' in the top right corner
On the login screen, click 'Create An Account'.

2



Follow the Prompts

Enter your name, zip code, social security number or
employee ID, and other information as prompted.

3



Create Login Credentials

Enter your preferred user name and password.
Select a security image.

4



Update Preferences

Enter your email address, cell phone number, and
direct deposit information for quick reimbursement.

5



Explore the dashboard

Access real-time account detail and additional tools
24/7/365!



How to Access Your Funds

1

Shop the FSA Store

Purchase items online at www.FSAstore.com and we'll pay directly from your FSA account. Items are shipped to your home and no claim filing is required!



2

Request Reimbursement

Submit a claim online through the participant portal, mobile app, fax, or mail. Sign up for direct deposit for rapid reimbursement!



3

ASIFlex Debit Card

Use your ASIFlex Debit Card to pay for eligible healthcare expenses at the point of purchase at approved merchants and stores.



4

ASIFlex Recurring Direct Pay - Dependent Care

Pay your daycare provider directly on a schedule you choose. Schedule recurring payments with no additional claim forms to submit.



5

ASIFlex Provider Direct Pay

Reserve a portion of your FSA annual amount for payment to a designated provider - recurring payment or one-time payment options.



No need to choose just one!

**You can use all the available options to access your funds -
whatever is most convenient for you.**



What Do I Need To Submit A Claim?

IRS guidelines require specific documentation to approve claim submissions requesting reimbursement.



Itemized statement from your healthcare provider

This document must show the provider name and address, patient name, date service was provided (**not date of payment**), description of service provided and dollar amount owed.



Prescriptions

Submit the pharmacy receipt showing an RX number, a printout from your pharmacy, or itemized mail order receipt.



Over-the-Counter healthcare products, drugs, and medicine

Submit the merchant's itemized cash register or vendor provided emailed receipt.



Orthodontia

Submit an itemized statement and proof of payment if claiming one up-front payment (if allowed by your employer's plan). For ongoing payments, submit the contract once and proof of each payment as made.



Explanation of Benefits (EOB)

An EOB is provided from your insurance plan. This document is sent to you after the plan processes your claim and shows the amount paid by the plan and the amount for which you are responsible.



Dependent care expenses

Submit an itemized statement of the services provided or have your provider sign the claim form to certify services were provided.

Please do not submit:

- ✓ Cancelled checks/bank statements
- ✓ Paid on account statements
- ✓ Balance forward statements
- ✓ Credit card receipts without itemization

Get your money faster! Submit your claim online or via mobile app and sign up for direct deposit.



ASIFlex Debit Card

Access funds immediately -
no waiting for reimbursement!

How To Use Your Card



Activate Card

Your entire available balance will be loaded onto the card.



Use Your Card

Use your card for qualified health care expenses at eligible merchants.



Save Documents

If documentation is required under IRS rules, we will notify you.



Check Your Account

Check balances to ensure sufficient funds for upcoming expenses.



What To Do If You Receive a Documentation Request

We aim to auto-approve as many debit card transactions as allowed by the IRS. If documentation is requested, please follow these steps:

- ✓ Log in to view the secure message and see which transaction needs your attention.
- ✓ Provide the insurance plan Explanation of Benefits (EOB) or itemized statement provided by the provider.
- ✓ Submit the requested documentation online, via mobile app, fax or mail as soon as possible.



ASIFlex Debit Card How Does It Work?

What is the ASIFlex Debit Card?

The ASIFlex Debit Card is a convenient, limited-use debit card that lets you pay out-of-pocket eligible healthcare expenses directly from your account - no need for cash or personal credit cards!

Quick Facts



Reasons the card may not work

- Insufficient funds
- Deactivated/Inactive Card
- Invalid merchant e.g. gas station
- Merchant card reader issue



Request for Documentation

Respond as soon as possible to avoid card deactivation. Submit documentation through your online account or via the mobile app.



Additional Information

The card is valid for five years and is reloaded with new funds each plan year. Additional or replacement cards can be ordered through the participant portal.



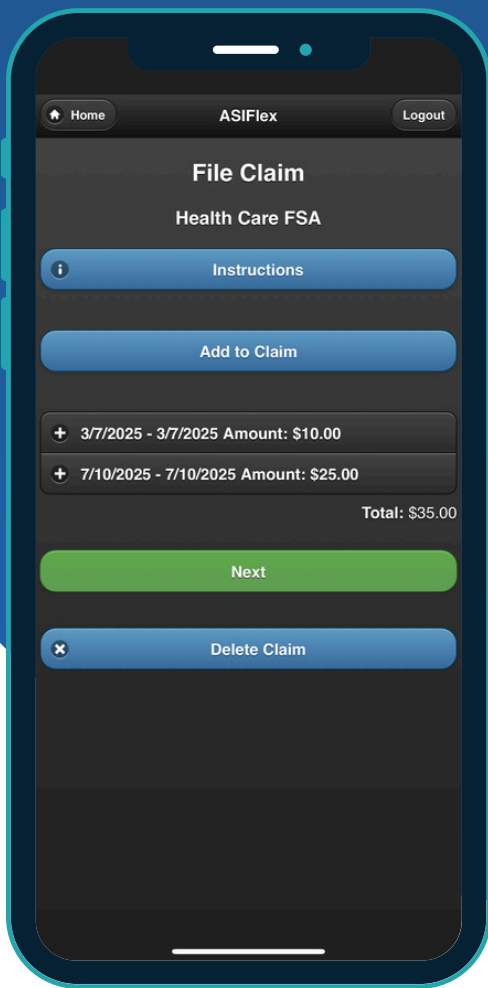
Acceptable Documentation

- Insurance EOB (Explanation of Benefits)
- Provider statements with itemization
- Rx receipt and pharmacy print outs
- OTC items - copy of the itemized receipt

Keep all receipts! Use of the ASIFlex Debit Card is not paperless. The IRS requires documentation for certain transactions.



Instant purchase approval at IAS stores and no claim filing required!
IAS Store locator: <https://www.sig-is.org/storelocator>



CONVENIENT ACCOUNT ACCESS IN YOUR HANDS

Manage your account anytime, anywhere with the ASIFlex app!



VIEW ACCOUNT DETAILS

Easily check your balances, payments, and claims.



SUBMIT DOCUMENTS

Upload a photo or PDF anytime for quick and easy submission.

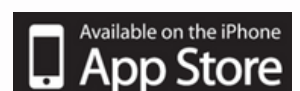


READ SECURE MESSAGES

Access messages on claims, payments, and account activity.

Download the free app today!

Scan the QR code with your mobile device or search for ASIFlex Self Service.

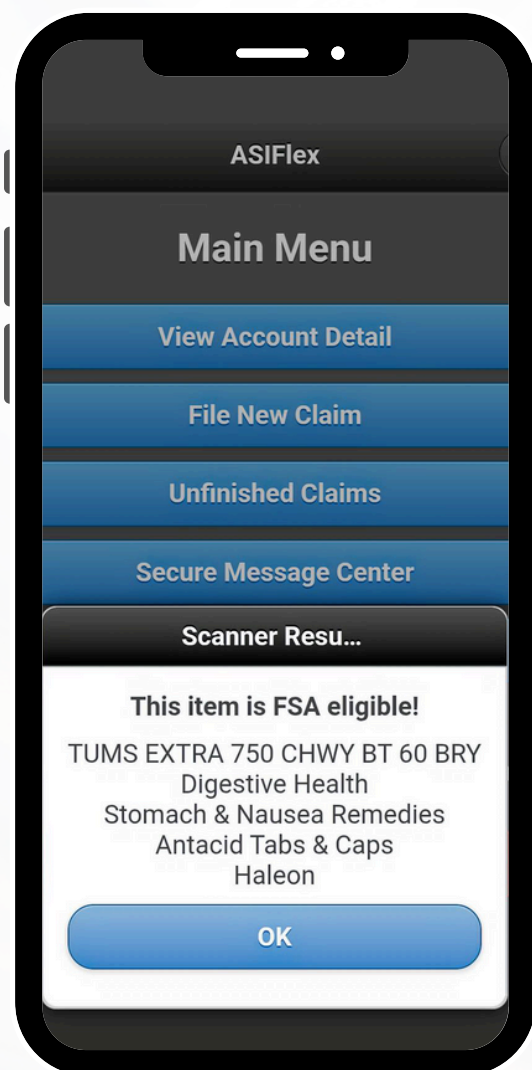


Our Mobile App Just Got Smarter



Check out the new barcode scanner - shopping for your FSA eligible products is now easier than ever!

- ✓ Simply scan the product barcode with your phone
- ✓ Instantly check if the item is FSA eligible



Download the free app today!

Scan the QR code with your mobile device or search for ASIFlex Self Service.



Healthcare already costs so much, why pay tax on it?

Outsmart rising inflation during Open Enrollment — flexible spending accounts (FSAs) give you the ability to spend pre-tax dollars on everything from out-of-pocket medical costs to guaranteed eligible health products.



A simple way to save



Up to 30% or more in tax savings on eligible healthcare items and services



Spend beyond the doctor: There are literally thousands of FSA eligible products



Spend on day 1. FSAs are funded in full on the first day of your plan year



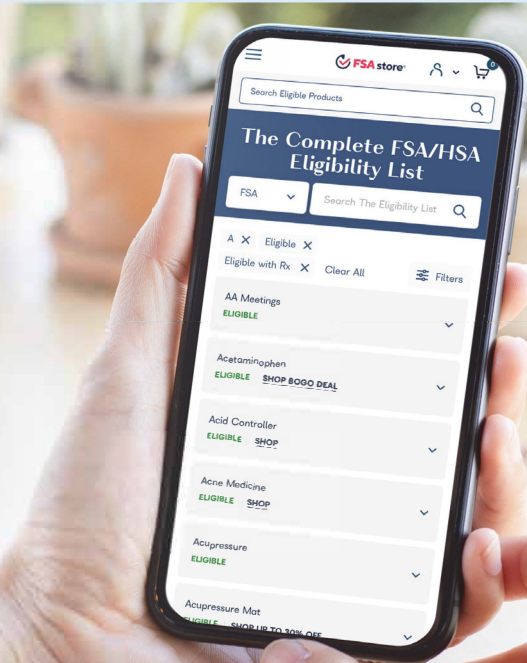
Shop exclusively eligible products with your FSA card or any major credit card at FSA Store

Shop Worry-Free

Guesswork stops here

With the **Eligibility List** — the web's most comprehensive list of products and services eligible for **tax-free spending**.

Start Searching



Learn more about FSA Store:





Don't just enroll take control

Plan with confidence. Contribute with purpose.



FSA Store® helps you get the most out of your FSA. Know what's eligible.
Choose your contribution. Shop 100% eligible products and services.

Use our [FSA Calculator](#) to plan your contribution.

Shop smart. Care with confidence.

Thousands of FSA-eligible options—from essentials to virtual care.

Top categories:

- Skincare, first aid, cold care
- Baby & mom, wellness tools
- Telehealth: mental health, dermatology, eye care & more

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[†]Valid through 6/30/26.

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visit [FSAstore.com](#)

