

Transition overview

Important information about your benefit accounts

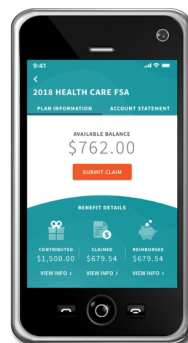
In early 2020, FlexBank Administrators announced its partnership with Navia Benefit Solutions. Through the combined companies, you will have access to new and advanced features on the Navia platform while continuing to be served by the same team that you know at FlexBank. **Your new benefit plans and features will be upgraded to the Navia platform effective August 3, 2020.** Over the coming weeks, there are a handful of important dates and actions to keep in mind for the transition. You will receive additional communications throughout the process to help make this transition smooth and easy.

July 24 - Last Day for FlexBank Card Swipes and Manual Claims

- FlexBank cards will be disabled after 5PM on July 24th
- New Navia cards will arrive in the mail over the next week
- Manual claims received by July 24th will be processed and reimbursed from the Flexbank system

August 3rd - Navia system available, transition complete!

- Register & login to the Navia portal at www.naviabenefits.com
- Manual claims processing resumes
- Download and use the MyNavia mobile app
- Begin using your new Navia debit card



DOWNLOAD the MyNavia mobile app

Search for "Navia" or "Navia Benefits" in the Apple App Store or Google Play Store



Claim and debit card transition period

During the week following July 24th, we will temporarily pause claims processing until August 3rd while your balances and data are being migrated. During this time, you can still pay for necessary expenses under your plan and file a claim, and we will resume processing claims and issuing reimbursements beginning Monday, August 3rd. Your direct deposit information will be migrated automatically to the Navia platform so that reimbursement resumes quickly and easily.

If you currently have a debit card through FlexBank, your card will be deactivated at the close of business on Friday, July 24th. After the transition is complete on August 3rd, you may begin using your new Navia card. Additional cards in your dependent's name may be requested through on the participant portal at no additional charge.

Register on the new Navia portal beginning August 3, 2020

Anytime after this date, you may sign up for the Navia mobile app and register and login on the new Navia web portal (www.naviabenefits.com).

Questions?

After August 3rd, participant questions should be directed to Navia's customer service team (1-800-669-3539 or service@naviabenefits.com).