



Your PayFlex Card Is Deactivated! Here's How To Fix It

You have 3 options to get your PayFlex Card reactivated
before your 2010 plan year starts:

1 Provide documentation for the expense(s) listed on the Request Receipt Second Letter.

Using the Request Receipt Second Letter as your cover, mail or fax an **Explanation of Benefits (EOB)** OR **itemized receipt** from another eligible expense.

*Need a username
and password for
mypayflex.com?*

- Open web browser and type www.mypayflex.com.
 - Click on **Login** on the left side of the screen.
 - Click on **Register my account** and enter your member number (which could be your Social Security Number or employer assigned number) and home zip code, and click **Submit**.
 - Create a unique username and password; select a security question and security answer.
- Enter your email address.
 - Enroll in eNotify to receive email notifications.
 - Click **Submit** and you are now registered! Now, follow these instructions.

*Already have a
username and
password for
mypayflex.com?*

- Login using your username and password.
- Select Documents from the left-hand tool bar.
- Click on the most recent Request Receipt Second Letter document.
- Print this letter to use for submitting the requested documentation.

2 Provide Substitute Documentation

Using the Request Receipt Second Letter as your cover, mail or fax an **Explanation of Benefits (EOB)** OR **itemized receipt** from another eligible expense incurred during the same plan year. This item or service must be purchased with another form of payment such as a personal credit card, check or cash. You *cannot* submit a claim for an expense that has already been reimbursed by your Flexible Spending Account.

3 Pay Back Your Account

Mail a **personal check** or **money order** payable to PayFlex for the amount of the transaction(s) for which you are unable to provide supporting documentation. The payment will be applied to your PayFlex account. Please note: PayFlex cannot accept CASH or CREDIT CARD PAYMENTS.