

PIOPAC Fidelity

Third Party Administration

"Security, Integrity, Trust"

April 8, 2014

Re: Software and Debit Card Migration – effective 5/1/14

Dear Flexible Spending Account Participant,

Thank you for participating in your company's Flexible Spending Program. We recently moved to a new software vendor, Evolution1. For those of you filing manual claims, either by mail, email, or fax, there will be very little change in your processing. However, for those using technology, via our secured website, mobile app, or debit cards, there will be exciting, new changes that will in the long run, be much better for your overall reimbursement experience.

We have a NEW secured participant website, <https://piopacee.lh1ondemand.com>. We encourage all participants to initialize your account, on or after 5/1/14, with the following credentials:

Username: First initial, last name, last 4 digits of SS# (example – jsmith1234)

Password: Last 4 digits of SS# (example – 1234)

You will be prompted to answer security questions and set up a new username and password. You may also visit above website 24/7 throughout the plan year to check your balances and claims history, complete and submit reimbursement requests, and substantiate debit card swipes.

NEW "PIOPAC" MOBILE APP available:

Download our new MOBILE APP called "PIOPAC"

Android phone users may already download app and start using it. Remember to initialize your account above.

Iphone and Ipad users will unfortunately need to wait until mid-April to download new application.

For quickest and easiest reimbursement, please use MOBILE app described above or request reimbursements on secured website noted above. You can upload your receipts and attach directly to your claim form online. Forms and documentation may still be emailed to fsaclaims@piopac.com, faxed to (808) 536-0430, or mailed/hand delivered to our office at 1132 Bishop Street, #2101, Honolulu, HI 96813.

If your company offers debit cards and you requested to participate, two cards, both in your name, will automatically be ordered and should be received by the first week in May to your address on file. Please note that these cards can be used by an adult dependent as long as he/she signs the reverse. Also, please be advised that should replacement cards be ordered anytime within the next three year period, a current charge of \$10 will be assessed to your annual election amount.

Please refer to the enclosed flyer for more information on a **BLACKOUT period that will be from 4/17/14 to 4/30/14**. We will process all claims received by the end of business Wednesday, 4/16/14. If claims are received after this date, and during the above blackout period, we will begin processing of these claims on Thursday, 5/1/14. (Please note that for DDC and Transit/Parking benefits, reimbursements are not issued if payroll is not received and posted. Therefore, if payroll is received during the blackout period, reimbursements will be released after we post payroll which will be after 5/1/14.

All Take Care Debit Cards will be suspended effective Thursday, 4/17/14. After this date, TAKE CARE cards may be destroyed as they can no longer be used through the stated blackout period above. During this period, you also will not have access to your secured accounts on www.myflexonline.com. No claims can be completed or submitted online as well as no MOBILE App submissions through 'Myflex' App.

If you have any questions regarding this migration or your FSA claims processing, please call us at (808) 526-0097, Ext 226, or email fsaclaims@piopac.com. We look forward to serving you.

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Claims Administration