ENROLL IN ELIGIBLE BENEFIT PLAN
Your employer offers the Benny Visa debit card to employees that enroll in an eligible benefit plan. The card will allow you to pay for eligible expenses at participating providers at the time services are rendered, thus eliminating or reducing your out-of-pocket cost at the time of the purchase or service.

RECEIVE YOUR SET OF BENNY CARDS
Your Benny Visa cards will be mailed as a set of two cards to your home address in a nondescript envelope upon your enrollment in an eligible benefit plan. No activation is required, but you should review the Cardholder Agreement included in this mailing, and then sign the back of your card.

PROPER USE & ACCOUNT MANAGEMENT
You will be able to view and manage your Benny Card account on the Flores participant website, www.flores247.com. You should keep your receipts and invoices for payments made with your Benny Card, as you may be required to provide documentation to Flores to verify the eligibility of certain transactions. If requested, you may submit your documentation to Flores by uploading it to your online account, uploading using the e-Receipt mobile application, or sending it by fax or mail.

Record-keeping Tip:
Most payments will be automatically substantiated at the point of the transaction. Flores will only ask you to provide a copy of your receipts when substantiation is required per IRS guidelines. Establish a physical location where you will keep all receipts for your Benny Card purchases. Regardless of your position with your company, every employee will be treated the same in regard to IRS plan administration guidelines. No exceptions will be made.

If you are asked to provide a receipt, it must include:
- name of provider or merchant
- description of service or item purchased
- date of service
- your out-of-pocket responsibility

Items such as handwritten explanations, Card transaction receipts or previous balance receipts cannot be used to verify an expense. If you do not have the receipt, you can contact the provider who can usually supply the receipt from their files.
IRS guidelines require that your Benny Card is deactivated if you do not honor requests from Flores and your employer to substantiate certain transactions. Flores will send you helpful notices well before your card is deactivated if they need to see your receipts. Regardless of your title within the company, you should respond promptly to Flores as they do have your best outcome in mind.

Start: Use the Benny Card for eligible medical expenses

If balance is available, the Benny Card satisfies as payment for your expenses.

Obtain a detailed receipt that includes:
- date of service/purchase
- description of service/item purchased
- your out-of-pocket responsibility

Flores will ask you for your receipt if necessary to verify FSA eligibility of payment.

Provide receipt to Flores and your card remains active and purchase non-taxable

Store receipt in your personal filing system for later reference.

IS SUBSTANTIATION REQUIRED?

YES
- Co-pay amounts that do not match your company sponsored health insurance plan
- Charges applied against your plan year deductible
- Charges applied against your plan year coinsurance
- Dental charges
- Vision charges

NO
- Co-pay amounts that match your company sponsored health plan
- Prescription charges purchased at a retailer utilizing a FSA inventory control system
- Recurring charges that were previously approved and documented (i.e. orthodontia, chiropractic care)
BENNY CARD FAQs
FREQUENTLY ASKED QUESTIONS

What expenses are eligible for payment with my Benny Card?
You can use your Benny Card to pay for expenses incurred during your active enrollment period in the current plan year. If a provider or merchant does not accept Benny Cards, you do have the option to file a manual request for reimbursement of your eligible out-of-pocket cost. Please visit www.flores247.com for a guide to allowable expenses. If you terminate employment during the plan year, the card will be turned off at that time. Only expenses incurred while you are an active participant will be considered reimbursable.

How should I send my documentation to Flores?
Many transactions will be auto-approved at the point of sale and will not require further documentation. Flores will notify you by email or a mailed letter if additional information is needed to verify the eligibility of a particular transaction. You may submit your documentation by upload on the participant website, www.flores247.com, using the e-Receipt mobile application, or by fax or mail.

I used my card for an ineligible expense. What do I need to do to correct this?
You may send a refund check to Flores for the ineligible amount, which will be credited back to your Benny Card to be used toward other eligible expenses you incur later in the year. You may also submit documentation that verifies you have paid out-of-pocket for an eligible expense, which Flores will use to offset the ineligible amount paid with your Benny Card.

Will I receive a new card each plan year?
Your Benny Card is valid for three years from its issue date. Do not discard your card prior to its expiration date. At the start of each new plan year, your Benny Card will be reloaded with your new election amount. A new set of cards will be mailed to you when your expiration date is approaching.

HOW DO I OBTAIN MY ACCOUNT DETAILS?

WEBSITE
Visit www.flores247.com and log in using Participant ID or User Name and password

MOBILE WEBSITE
Visit our mobile website at m.flores247.com

PID & PASSWORD
ASSISTANCE
Dial 800.840.7684

HOW DO I SUBMIT DOCUMENTS TO FLORES?

ONLINE
Visit www.flores247.com and upload scanned documents securely

MOBILE
Download e-Receipt smartphone app
Available for Apple or Android devices

MAIL
Flores & Associates, LLC
PO Box 31397
Charlotte, NC 28231

FAX
800.726.9982 or 704.335.0818

CUSTOMER SERVICE  1.800.532.3327

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