

Benefits Card



10 Essential *Tips*

Be sure to remember these important tips when you use the Employee Benefits Corporation Benefits Card.

Tip 1 Secondary Card

You will be able to request a secondary card in a dependent's name, at no cost. You will receive one card in the mail. You may request a second card by logging in to your Account and clicking on "Secondary Benefits Card" under the "Manage" category.

Tip 2 Activated on First Use

Your card will be activated the first time you use it. There is no need to call to activate. Use your Benefits Card for its first purchase to activate it!

- Select "**CREDIT**" if offered a choice at the point of sale terminal.

Tip 3 Sign Back of Card

Sign the back of your card before using it

Tip 4 Eligible Products & Locations

Not all products are eligible with the card. It is also important to know where you can use your card. Click the links below to learn which products are eligible and ineligible for purchase with the Benefits Card.

Products: <https://sig-is.org/eligible-product-list2/eligible-product-list-criteria>

Locations: <https://www.sig-is.org/card-holders/store-locator>

Tip 5 Save your Documentation

If your card transaction is not approved automatically at the point of sale, and you didn't manually document it, you will receive a *Documentation Request* asking for your expense documentation.

Tip 6 Documentation Information

Your documentation must contain 4 pieces of important information for us to substantiate your expense:

1. Date of Service
2. Type of expense
3. Amount of the expense incurred
4. Name of Service Provider

Tip 7 Dental and Vision Purchases

Transactions made with the card at offices of dental or vision practitioners are often **not** automatically substantiated like they are at retailers or pharmacies that use the IAS. In those cases, you will more likely be required to provide manual substantiation of the transaction.

Tip 8 Card Cancellations

There are a few reasons why your card may be cancelled:

- Your Health Care FSA or EBC HRA terminates
- You've used the card inappropriately for ineligible expenses too many times

Tip 9 Card is Declined

There are a few reasons why your card may be declined, if it hasn't already been cancelled:

- The merchant does not accept the Benefits Card
- Your purchase is not eligible
- The card was temporarily suspended for an ineligible expense

Tip 10 Download Our Mobile App

With our app, **My Mobile Account Assistant**, you can take a photo of your documentation (receipt) using your phone or tablet's camera and send it to us to substantiate the expense.

If you don't have a smartphone, you can take a picture with your phone or camera, save it to your computer, and upload it to us through your account using **My Account Assistant**.

Employee
Benefits
Corporation
We make it easy.

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Questions about the Benefits Card?

Contact us at **800 346 2126** or email participantservices@ebcflex.com.