

# PAYFLEX®

## PayFlex Mobile® app

### Plan, save and pay on the go

With our free PayFlex Mobile app, you can easily access your account information in the palm of your hand.

#### Simply “tap” to:

- Check your account balance and view account activity
- View your account alerts
- Access the PayFlex Eligible Expense Barcode Scanner to verify if an item is an eligible health care expense
- Review a list of common eligible expense items
- Pay your providers directly from your account
- Take pictures of receipts and pay yourself back for eligible expenses

#### What’s new with the PayFlex Mobile app?

- PayFlex Eligible Expense Barcode Scanner makes it easy for members to scan an item barcode to determine if it qualifies as an eligible health care expense.
- In-app guidance provides personalized support.
- Enhanced security and complimentary fraud protection.

#### How do I get the PayFlex Mobile app? And is there a fee to use it?

- You can download the app from your mobile device’s app store.
- The app is supported by the following devices:
  - **iOS version** 10 or above on iPhone® 5S, iPad Air®, iPad Mini® 2 or newer models
  - **Android version** 4.4 (Kitkat) or above on phones or tablets
- There’s no fee to download the app. Anyone with a PayFlex account can use it for free.

#### Can I submit a claim using the app?

Yes, you can submit a claim through the app.

- After you log in, select **Manage Funds** to get started.
- When sending documents with your claim, simply take a picture and upload it through the app.

#### Can I use the app to transfer funds to and from my HSA?\*

Yes, you can transfer funds through the app.

- After you log in, select **Manage Funds** to get started.
- You can deposit funds into your HSA or request funds from your HSA.

#### How do I access the PayFlex Eligible Expense Barcode Scanner?

You can tap HELP to reach the barcode scanner. The scanner is convenient, working whenever and wherever you need it — whether that’s while shopping at a store or from the comfort of your own home.



\*Please check your plan details if offered.

## How do I get a username and password for the app?

It's easy. Just use the same username and password you use for the PayFlex member website. If you haven't set up your online account with PayFlex, go to **PayFlex.com** to get started.

## What if I have trouble signing in?

Click on **Trouble logging in?** on the log-in page.

## Is the app secure?

Yes. Here are a few of the ways we make your security our priority:

- Log in with Secure Touch ID or Face ID.
- Get protected access to your account information.
- Use the same secure username and password you use on our site.

# Download the PayFlex app today for free.



## Questions?

Log in to your PayFlex member website and click **Contact Us** under **Help & Support**. Here you can also **Live Chat** with us.

Note: Standard text messaging rates and other rates from your wireless carrier may apply when using the PayFlex Mobile® app. PayFlex Systems USA, Inc. This material is for informational purposes only and is not an offer of coverage. It contains only a partial, general description of plan benefits or programs and does not constitute a contract. It does not contain legal or tax advice. You should contact your legal counsel if you have any questions or if you need additional information. In case of a conflict between your plan documents and the information in this material, the plan documents will govern. Eligible expenses may vary from employer to employer. Please refer to your employer's Summary Plan Description ("SPD") for more information about your covered benefits. Information is believed to be accurate as of the production date; however, it is subject to change. PayFlex cannot and shall not provide any payment or service in violation of any United States (U.S.) economic or trade sanctions. For more information about PayFlex, go to **PayFlex.com**. PayFlex Mobile® is a registered trademark of PayFlex Systems USA, Inc. Apple, the Apple logo, iPad and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. Android is a trademark of Google LLC.