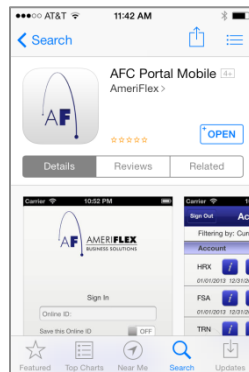


AFC Portal Mobile Application

Overview and Frequently Asked Questions

NEW! Introducing the AFC Portal Mobile App

The **AFC Portal mobile application** is now available (**for free!**) through the App Store and the Google Play store! The AFC Portal app is a valuable new feature of our flexible benefit offering that gives members immediate access to their flexible spending accounts on-the-go, anytime – putting the convenience of the AFC Portal at your fingertips! To locate the app in the App Store or Google Play store, search “AmeriFlex” or “AFC Portal” and select the app that matches the image below. Then, simply download the free application and follow the instructions to register your account.



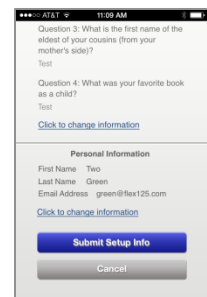
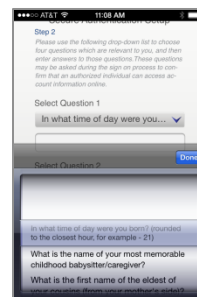
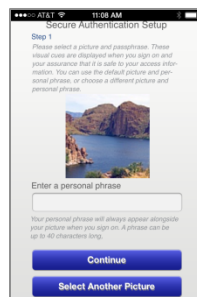
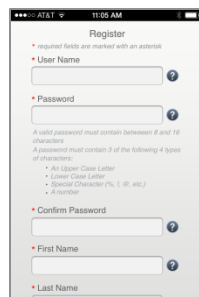
Once logged in, you will be able to:

- View email alerts.
- View recent transactions.
- View your flexible spending account balance(s).
- Submit claims for reimbursement by taking a picture of the receipt* and uploading directly from your phone.
- Complete substantiation requests by taking a picture of the receipt* and uploading directly from your phone.
- Enjoy **total security** and protection of account data.

**Please note: depending on the claim, specific documentation such as an itemized receipt, EOB or other sufficient documentation may be required.*

Registration Process

After installing and opening the app, click “Register” on the first page. Provide the information requested and follow the steps on the next screens to register your account. Verify all security questions and answers. To finish the registration process, click “Submit Setup Info.”



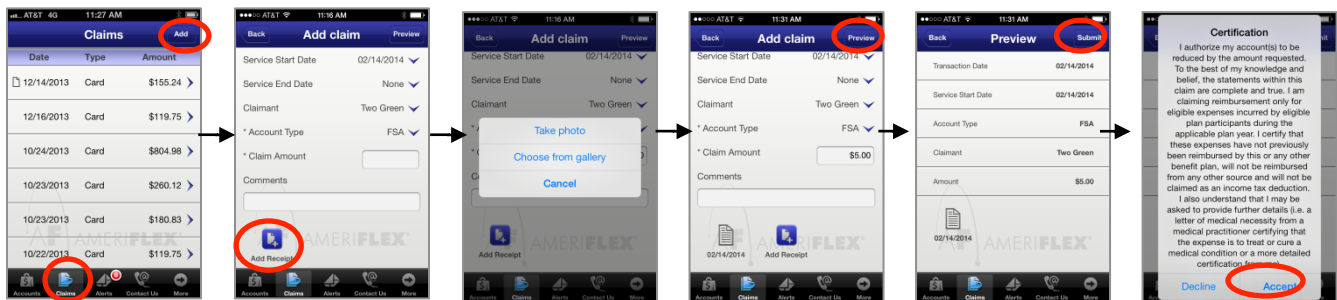
Submitting a Claim through the AFC Portal App

It's quick and easy to submit a claim through the AFC Portal app – you can even snap a photo of your receipt and upload directly from your phone!

Step 1: Add a claim by selecting “Claims” in the bottom bar then choosing “Add” or clicking the “\$” next to the account type on the main screen.

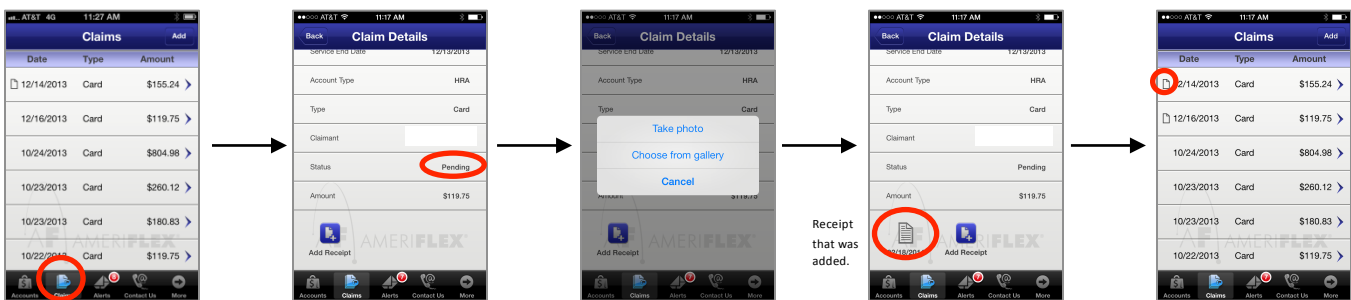
Step 2: Enter the Service Start Date, End Date, Claimant, Account Type, and Claim Amount, then click “Add Receipt.”

Step 3: Once you click “Add Receipt” you will have the option to take a new photo or choose an existing photo from your phone’s photo gallery. Once the picture is added, you will see it at the bottom of the screen. You then must select “Preview” which lets you review your claim one last time. Once you have verified the information you are submitting, select “Submit” and “Accept.” Your claim has been submitted!



Adding a Receipt for a Pending Claim

You can add a receipt for a pending claim by clicking on “Claims” in the bottom bar, selecting the claim that needs to be substantiated, and adding the receipt by taking a new photo or choosing an existing photo from your phone’s photo gallery.



In the top left of the last screenshot above you can see an icon of a small sheet of paper circled in red. This icon denotes which claims have receipts attached in the system.

**Please note that the appearance of mobile app screens may vary slightly depending on your mobile device.*



AFC Portal Mobile App: Frequently Asked Questions

What phones support the mobile app?

Android 2.2 and higher, as well as iPhone 4 and higher will support the mobile app. Windows and BlackBerry phones are not currently supported.

Will the mobile app store my username and password?

You can opt to have the mobile app store your username (not required, however). For security reasons, you will need to re-enter your password each time you log in.

How do I update my personal information in the mobile app?

Depending on the settings established by your employer, you can update your personal information by logging into the AmeriFlex Convenience Portal through your computer, or by contacting your company's HR representative.

Can I use my existing AmeriFlex Convenience Portal username and password to access my account through the mobile app?

Yes, you can! If you have not yet registered for the portal, please visit:

<https://www.mywealthcareonline.com/ameriflex>.

Can I pay my provider through the app?

No. At this time, the pay provider feature is only available through the online AmeriFlex Convenience Portal. If you need your claim payment sent directly to your provider, please access your account from your computer through the AmeriFlex Convenience Portal.

Can I manage my HSA (Health Spending Account) through the mobile app?

At this time, HSA accounts should be managed through the member portal, located at:

<https://www.mywealthcareonline.com/ameriflex>.

How do I report a lost or stolen card or request a new card?

To report a lost or stolen card or request a new card, you must log in to the AmeriFlex Convenience Portal through your computer or contact AmeriFlex Member Services at 888.868.3539.

