

# Compensation Consultants, Ltd.

## New Technology, Increased Flexibility, Innovative Changes

Dear CCFLEX Participant,

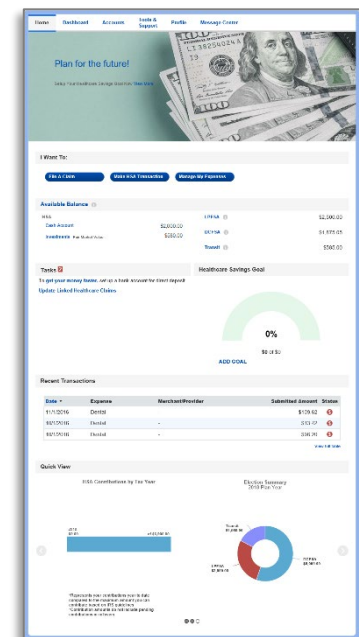
We recently announced the new CCFLEX suite of Consumer Directed Health (CDH) account products. With the introduction of our new suite of products we will be updating our technology and some product features this new year. Our new solution will provide you with even greater capabilities and deeper security and you'll be confident in knowing that this solution is powered by industry leader, WEX Health.

New capabilities that you'll be able to utilize include easy-to-use, secure self-service portals with online forms, robust reports, increased substantiation with our new prepaid benefits card and best in class mobile applications.

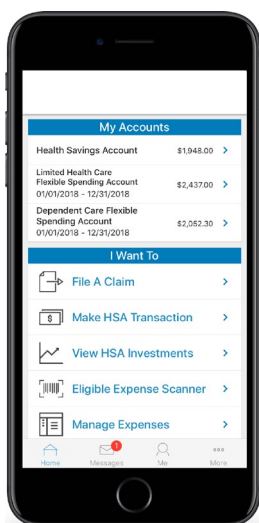
### *New Consumer Experience:*

With our new Consumer Portal, your participating employees have access 24x7 to their account information and many self-service capabilities including the ability to:

- o View all account balance, history and transaction detail: View the balance of each account, status of historical and pending activity from contributions and funding sources plus claims, bill-pay and debit card transactions.
- o Manage personal information and communication options: View/Update personal data, sign up for and manage direct deposit and card status, sign up for text and e-mail communications.
- o Utilize the dashboard: The employee may consolidate all out-of-pocket expenses that are available via online or mobile expense/receipt "shoebox" entries, claims that have been filed, debit card transactions attributable to health expenses.



### *New CCFLEX Mobile App:*



Our new CCFLEX Mobile App makes it easy for employees to manage their account-based plans on their iOS (iPhone, iPod Touch, iPad), or Android-powered devices. They can:

- Use fingerprint login to access account(s) with ease
- Check balances & account details
- View 'Account Snapshot' to obtain key account info
- Check claims requiring receipts
- Submit claims for medical and dependent care FSA, HRA, VEBA, transportation and premium reimbursement plans
- Snap a photo of a receipt and submit with a new or existing claim, or store in the device's camera roll for later use in claim filing
- Scan a product bar code to help determine eligibility as a qualified medical expense
- View important messages about account(s) and get notifications via text alerts
- Retrieve forgot username/password
- Click to call or email customer service to report a debit card as lost or stolen

### New CCFLEX Bene Card

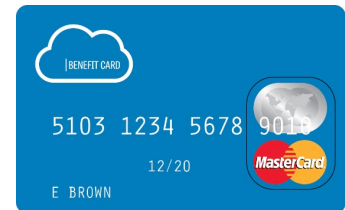
As part of our new solution, we'll also be issuing new Benefit Cards, allowing your employees to easily pay for eligible health-eligible expenses with their card, instead of paying cash. This convenience and improved cash flow leads to increased enrollment, contributions and FICA savings for you as well.

To assure compliance with IRS regulations, our benefits debit card offers the maximum electronic substantiation capabilities to reduce the amount of paper used. We complement the IIAS capability by providing an additional level of substantiation to ensure that the eligible expense is within the approved plan design. The result: up to 95% of all transactions don't need receipt follow-up. Our benefits debit card allows participants to simply swipe the card and the funds are automatically deducted from the applicable benefit account for payment. This convenience and improved cash flow leads to high employee satisfaction.

Please let me know if you have additional questions. We're excited to launch this exciting new platform to help you more efficiently administer your healthcare accounts.

Sincerely,

Compensation Consultants Ltd



# FIRST TIME LOGIN INTO CCFLEX EMPLOYEE PORTAL

Welcome to your CCFLEX Benefit Accounts Employee Portal. This one-stop portal gives you 24/7 access to view information and manage your Flexible Spending Account (FSA). It enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of two ways to navigate this site:

1. Work from sections within the Home Page, or
2. Hover over or click on the four tabs at the top.

## HOW DO I LOG ON TO HOME PAGE?

1. Go to <https://ccflex.lh1ondemand.com>
2. Under **New User?**, click on ***“Create your new username and password”*** → → → → →
3. Complete the 3 steps, confirming your identity and creating your login credentials.
4. **If the information you enter under “Step 1” is not recognized, please contact Compensation Consultants (800-447-1690, admin@ccflex.com) for further instruction.**

The **Home Page** is easy to navigate:

- Easily access the **Available Balance** and **“I Want To”** sections to work with your accounts right away.
- The **I Want To...** section contains the most frequently used features for the Consumer Portal.
- The **Accounts** section links to your Accounts, Investments, and Profile
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Recent Transaction** section displays the last 3 transactions on your account(s).
- The **Quick View** section graphically displays some of your key account information.

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Login

Welcome to your single source for all you need to know about your benefit account(s). File a claim, view account balance and summary information, sign up for FREE direct deposit, get email notifications, and more!

Existing User?      Setting up a New Account?

Login to your account

Username:  [Forgot Username?](#)      Code:

Password:  [Forgot Password?](#)     

Remember Me     

New User?

[Create your new username and password](#)

# FIRST TIME LOGIN INTO CCFLEX EMPLOYEE PORTAL

1. Participants login as a “**New User?**” on the Employee Portal homepage. If not recognized, contact Compensation Consultants for further instruction.

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Login

Existing User? Login to your account

Username  [Forgot Username?](#)

Password   Remember Me [Forgot Password?](#)

**New User?**

[Create your new username and password](#)

Setting up a New Account?

Code

2. Enter the requested user identification information in “Step 1 of 3”.

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User Identification (Step 1 of 3)

Complete the information below to verify your identity. \*Required

First Name\*

Last Name\*

Zip Code\*  Please enter your 5 digit zip code

SSN\*  -  -

3. Choose your answers to 3 security questions in “Step 2 of 3”.

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Security Questions (Step 2 of 3)

Please enter an answer to any 3 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password. \*Required

Select a question...

Select a question...

Select a question...

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4. Create your Employee Portal username and password in “Step 3 of 3”.

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Create Username and Password (Step 3 of 3)

Username\*  \*Required

Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (\_), and dash (-).

Password\*

The password must: - Have a minimum of 6 characters - Not be one of your last 3 passwords - Contain upper and lowercase letters - Contain at least one number

Confirm Password\*

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Home Accounts Tools & Support Message Center

Welcome

We're Making it Easy to Manage Your Healthcare Expenses

I Want To:

Accounts

2021 FSA

MEDFSA

AVAILABLE \$0.00

5. **Congratulations!** You have successfully logged into the Employee Portal!