



Hello, Healthcare and Dependent Care Flexible Spending Account Participants.

We are writing to remind you of an important change to our Flexible Spending Account (FSA) administration. Effective July 19, 2024, we will be transitioning to a new third-party administrator, MyChoice Accounts. **(UPDATE: We had July 17 noted in the previous announcement, but this date has changed to July 19).**

- **July 1- July 19, 2024 = Blackout Period**
 - During the blackout period you can't use your debit card, or submit claims for reimbursement, but **if you incur expenses during this period, you can submit them to MyChoice beginning July 19.**
 - Account balances and transaction history will not be accessible.

Key Things To Know:

1. **Account Access:**
 - Once the transition is complete on July 19, you will receive instructions on how to access your new online account. This will include a new portal for managing your FSA, submitting claims, and viewing your remaining account balance.
2. **Customer Support:**
 - **Starting July 19,2024 = MyChoice Accounts support at [888-532-3617](tel:888-532-3617).**

We understand that this temporary interruption may cause inconvenience, and we appreciate your patience and understanding as we work to enhance your FSA experience.

If you have any questions or need further assistance, please contact benefits@inframark.com.

Thank you for your attention to this important update.

