

Participant Experience Overview

At Ameriflex, your employees are in great hands. All of our team members, from sales and marketing, to technology and participant services, are focused on making sure your employees have a positive and helpful experience interacting with us. Curious to see what that looks like? Here's an inside look at what goes in the participant experience at Ameriflex.

Participant Services Team

- Multilingual, including English, Spanish, and French
- Available Monday - Friday, 8:00 AM - 9:00 PM and Saturday, 10:00 AM - 2:00 PM ET via phone, live chat, and email
- Our team is focused on helping your employees maximize their benefits and have a positive experience with quick access to experts who can assist via the employee's preferred communication channel

Account and Mobile App

- View account balance, transaction history, claims, and more
- Account alerts, including balance, deposits, and more
- Order replacement cards
- Upload receipts and submit reimbursement requests
- App available for Android and iOS

Debit Card

- Powered by Mastercard - includes complimentary ID theft protection
- Smart card technology: Participants with multiple accounts access funds using one card
- Auto-substantiates 85% of transactions with no need to submit documentation
- No fee for ordering replacement cards or dependent cards
- Swipe to use - cards already activated upon delivery

Educational Content

- Email campaigns focusing on helping participants understand their benefits
- Reminder to re-enroll
- Account resources and tips
- Tips for spending funds
- Eligible expenses