

We Keep Your World Quiet

Ameriflex

FSA, HSA, HRA, ICHRA, EBHRA, Dependent Care, Commuter, COBRA,  
Lifestyle Spending, Tuition Reimbursement, Compliance

## Don't Settle

Consumer-driven healthcare (CDHC) and COBRA administrators are a dime a dozen. But if you take a careful look under the hood, you'll see a similar theme:

**Service issues. Frustrated clients. Archaic technology. Compliance fines. Noise.**

Then there's Ameriflex, a partner focused on keeping your world quiet.

- ▶ Offer competitive benefits
- ▶ Keep clients happy
- ▶ Enjoy 100% regulatory protection

## What We Do

### Administration Services

FSA, DCA, CRA, HSA, HRA, ICHRA, EBHRA, Limited Purpose FSA, COBRA, POP Plan Documents, ERISA support, WRAP Documents, Lifestyle Spending, Tuition Reimbursement, Compliance

### How We Keep Your World Quiet

- ▶ Your clients can always rely on the same small team to help. Each team, led by a Client Relationship Manager, has deep knowledge of their assigned clients and a high degree of cumulative expertise.
- ▶ Personalized implementation: We have a dedicated implementation team that will onboard your clients. They will work as fast as the client is able, while never jeopardizing accuracy;
- ▶ Fast responses: Client calls returned in 59 minutes or less during regular business hours, with emails returned in under six business hours;
- ▶ Knowledgeable participant services team: Participants can speak with our team Monday - Friday: 7:00 AM to 8:00 PM CST and Saturday: 9:00 AM to 1:00 PM CST via phone, live chat, and email; ▶ 100% regulatory protection: Your clients get access to our in-house compliance team and ERISA attorney; and
- ▶ ID theft protection: All Ameriflex card holders get complimentary access to Mastercard's identity theft protection service, with unlimited full wallet restoration.

## Partners and EDI Integrations

60+ EDI INTEGRATIONS



15+ PARTNERS



“In my line of work, it's important that my phone doesn't ring with problems. With Ameriflex, my phone rings with referrals, not problems. They keep my world quiet so I can spend my time winning more deals.

- David Charland - Chief Operations Officer, Pierce Group Benefits

## Technology That Empowers

### Ameriflex Debit Card

- ▶ 97%+ of transactions auto-verified
- ▶ All pre-tax accounts managed on one card

### Employer and Broker Self-Service

- ▶ Submit new client applications
- ▶ Complete online renewal
- ▶ Manage participants
- ▶ Access reports

### Mobile App

- ▶ 24/7 account access
- ▶ View account balance and recent spending
- ▶ Get reimbursed for out-of-pocket spending

### Data Security

- ▶ Third-party HIPAA audit
- ▶ HITRUST CSF® certified
- ▶ SOC 1 Type 2 Review

## Real-Life Horror Stories

"I don't have an account manager with my current TPA. I have to deal with a call center and never know who to reach out to."

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"We termed an employee and our administrator didn't mail the proper COBRA notification letter in time. Even worse, they didn't take liability for their mistake."

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"We don't let employees enroll in the FSA until they've been with the company for two years. We're afraid of employees spending down their entire FSA election at the beginning of the year and then leaving."

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"My client calls me constantly because of service issues with their TPA. I spend too much time putting out fires."

## How Ameriflex Protects You from Similar Stories

Each client gets paired with a Client Relationship Team at no cost. This team is hand-picked for the client and can answer account-related questions, provide technical support, and assist with daily administrative needs

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Our FSA Guarantee covers every Ameriflex FSA client. If your client experiences a net plan loss due overspent participants, Ameriflex covers the financial risk at no cost.

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Ameriflex mails COBRA letters the day after we receive the employee's data. Everything has an electronic audit trail.

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We measure our responsiveness to make sure your clients get the support they need. You can rely on Ameriflex to be a dependable partner that minimizes noise in your day.

Ready to take the next step?

### Proposal Request

To request pricing or get started on a proposal, visit:

[myameriflex.com/proposal](https://myameriflex.com/proposal)

### Questions and Support

Your dedicated VP of Sales is your go-to person for all things Ameriflex.

[myameriflex.com/contactus](https://myameriflex.com/contactus)