

SPENDING ACCOUNT ACCESS

24 HOURS A DAY, 7 DAYS A WEEK



Online Web Site Instructions

The following instructions will guide you through Acclaim Benefits participant information Web site:

www.acclaimbenefits.com

Accessing the Online System

- Go to **www.acclaimbenefits.com**
- Find the Participant Login in the lower right corner and click on **GO TO LOGIN**.
- Enter your **Username** (e-mail address) and **Password** then click **Login**.

Misplaced or Forgotten Passwords:

- Request your password by clicking the **Forgot Your Password?** link on the login screen and follow the instructions to reset your password.

Menu Options

- **User Profile**
 - > Change your contact information
 - > Access your electronic options (view/modify)
- **Account Information**
 - > Account Status
 - > Plan Highlights
- **Transaction Summary**
 - > Recent Transactions
 - > Plan Year Transactions
 - > Contribution Detail
- **Submit a Reimbursement Request**
 - > Electronic request form online or printable form for submission.
- **Debit Card information** (if applicable)
- **Online Resources**
 - > Electronic Notification Program (opt in/opt out)
 - > Sign up for Direct Deposit
 - > Calculators
- **Printable Forms**
- **FAQ**
- **Customer Service**

For questions:

Contact customer service Monday - Friday, 7:00a.m. - 6:00p.m. (CT)
1.800.333.3724 or **fsacsr@acclaimbenefits.com**

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Telephone Instructions

The following instructions will guide you through Acclaim Benefits interactive voice response (IVR) telephone system, called *FlexLine*:

1.800.333.3724

Accessing the IVR System

- Call **1.800.333.3724**
Press **0** to access the automated system.
- Enter your **Participant I.D. Number** or **Social Security Number (SSN)**.
- Enter your **Date of Birth** (8 digits in mmddyyyy format)

Example: If your date of birth is February 5, 1963, you would enter: 0-2-0-5-1-9-6-3

If your date of birth does not match our system records, you will automatically be transferred to a Customer Service Representative.
- Listen to the Main Menu of options and make a selection.

Menu Options

- 1 Account Information**
 - 1** Primary account information
 - 2** Secondary account information
- 2 Status of Claims**
 - 1** Information about claims
 - 2** Information about reimbursement checks
- 5 Obtain Acclaim Benefits Address & Fax**
 - 1** Mailing address
 - 2** Fax number
 - 3** Web address
- 6 Deactivate Your Benefits Debit Card**
 - 1** Confirm deactivation of your debit card
- 7 Enroll**

If your employer has this option available, follow the instructions to enroll in the flexible spending account plan.

Note: *FlexLine* does not require you to press the pound key (#) after entering a selection.

Press **0** at any time to reach a Customer Service Representative.

For questions:

Contact customer service Monday - Friday, 7:00a.m. - 6:00p.m. (CT)

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