

A Change is On The Way!

IMPORTANT NEWS FOR FSA PARTICIPANTS

Bates

Effective September 1, 2025, Baker Tilly Vantage, through their myFlexDollars platform, will assume responsibility for administering our Flexible Spending Accounts (FSA). During this period of transition, you will need to be aware of certain dates to ensure that your claims are being processed and reimbursed properly. The FSA administrator that will reimburse your expense or that you will submit your claim to is dependent upon the plan year for which you want to be reimbursed.

What Happens Now?

Expenses for services from January 1, 2025 to August 31, 2025, will be processed by Flores until **August 31, 2025.**

There will be a claim processing blackout period from **September 1, 2025, to September 9, 2025.**

Any remaining balances will be transferred to your myFlexDollars account and made available in your myFlexDollars account on **September 10, 2025**

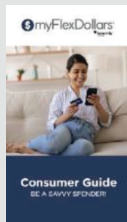
What's New?

Beginning on **September 1, 2025**, your benefits card with Flores will no longer work. By this date, you will have received a new benefits card for 2025 from Baker Tilly Vantage.

All expenses for the new plan year effective **September 1, 2025**, will be processed through the myFlexDollars platform.

What's Next?

Follow the below simple steps to make the most of your new myFlexDollars account.



Step 1: Watch the Mail

Keep an eye out for your myFlexDollars consumer guide and Prepaid Benefits Card.



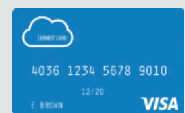
Step 2: Log in to myFlexDollars.com

- ▶ Select Get Started
- ▶ Verify your Information
- ▶ Set up five (5) security questions.
- ▶ Create your Username and Password



Step 3: Download the myFlexDollars Mobile App

Log in with your myFlexDollars username and password and select a security pin.



Step 4: Activate Your Card

Before you begin spending, remove the sticker from the front of your Prepaid Benefits Card and call **1-866-898-9795**

Happy Spending!

Make the Most of Your Money

Below are some of the most commonly asked questions that we receive. If you have questions that are not covered in the information below, feel free to contact the Employee Benefits Center at 1-800-307-0230 or visit us at myFlexDollars.com.

How will I receive reimbursement?

If you pay out-of-pocket for an expense and file for reimbursement, you will receive payment in one of two ways: via check mailed to your home or via direct deposit.

How do I sign up for direct deposit?

If you are currently signed up to receive your reimbursements by direct deposit and want to continue this service with Baker Tilly Vantagen, you must enter your banking information through myFlexDollars.com. After logging into the website, click on the Profile tab and select Banking.

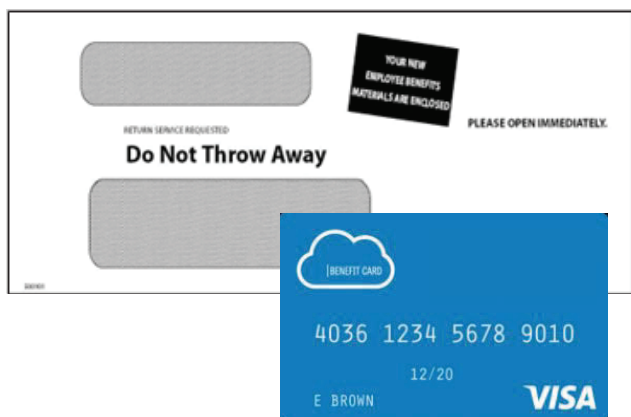
Can I have my reimbursement issued directly to my provider?

Yes. When filing your expense online at myFlexDollars.com, you have the option of either making the payment to yourself or a provider. If you wish to pay a provider, you will be required to supply the provider's contact information (such as name and address).

Will I receive a new benefits card?

Yes, your new [myFlexDollars](http://myFlexDollars.com) card(s) will be sent during the month of August. The card(s) will arrive in an envelope similar to the one shown on the below.

You will receive two cards; one is a copy. Keep the second copy in a safe place. If you do not receive your card(s) by September 1, 2025, please contact Baker Tilly Vantagen at 1-800-307-0230.



What online/mobile tools are available to help me manage my account?

If you pay out-of-pocket for an expense and file for reimbursement, you will receive payment in one of two ways: via check mailed to your home or via direct deposit.

You can use myFlexDollars.com to:

- ▶ Check your account balance
- ▶ View the status of recently submitted expenses
- ▶ Submit expenses for reimbursement
- ▶ Upload receipts/supporting documentation
- ▶ Sign up for direct deposit
- ▶ Access plan information

You can use the [myFlexDollars](http://myFlexDollars.com) mobile app on your Apple products or Android®- powered devices to:

- ▶ Check your account balance
- ▶ Submit expenses
- ▶ Upload receipts
- ▶ Receive alerts via text message

Download the app today!



How can I contact my prior FSA administrator?

Name: Flores

Website: Flores247.com

Phone: 800-532-3327

Email: customerservice@flores247.com

Hours of availability: 8:30 am – 5pm. EST