benepass

Welcome to Benepass!

An introductory guide for employees
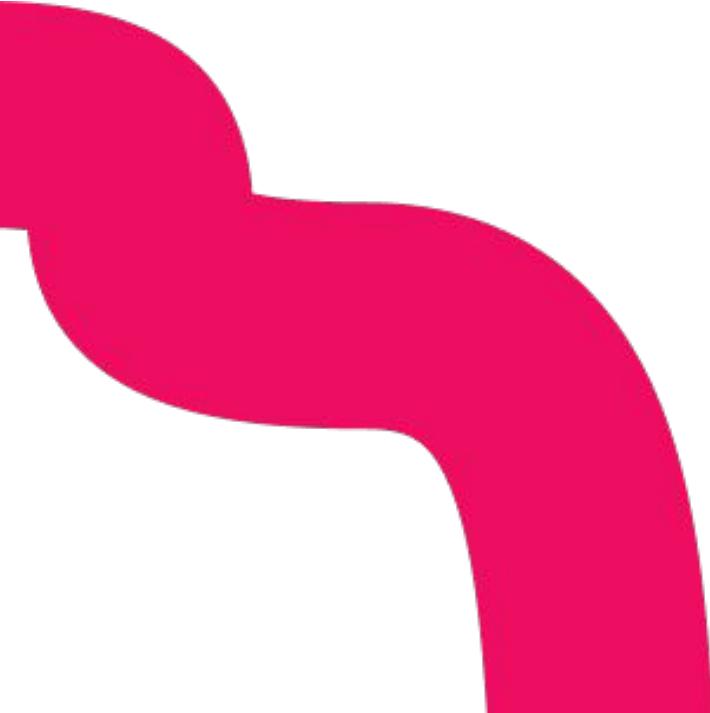
Today's agenda

➔ What is Benepass?

➔ Benefit offering overview

➔ Benepass platform features & demo

  ◆ Logging In

  ◆ How to spend

  ◆ Demo

➔ Frequently Asked Questions

➔ Contacting Benepass Support

➔ Q&A

Your benefits, one **easy** place

Benepass has partnered with your employer to offer simple, easy-to-use benefits.

From your account, you can view the benefits you've been enrolled in, see how much money you have to spend, and view what is eligible for purchase under your employer's policy.
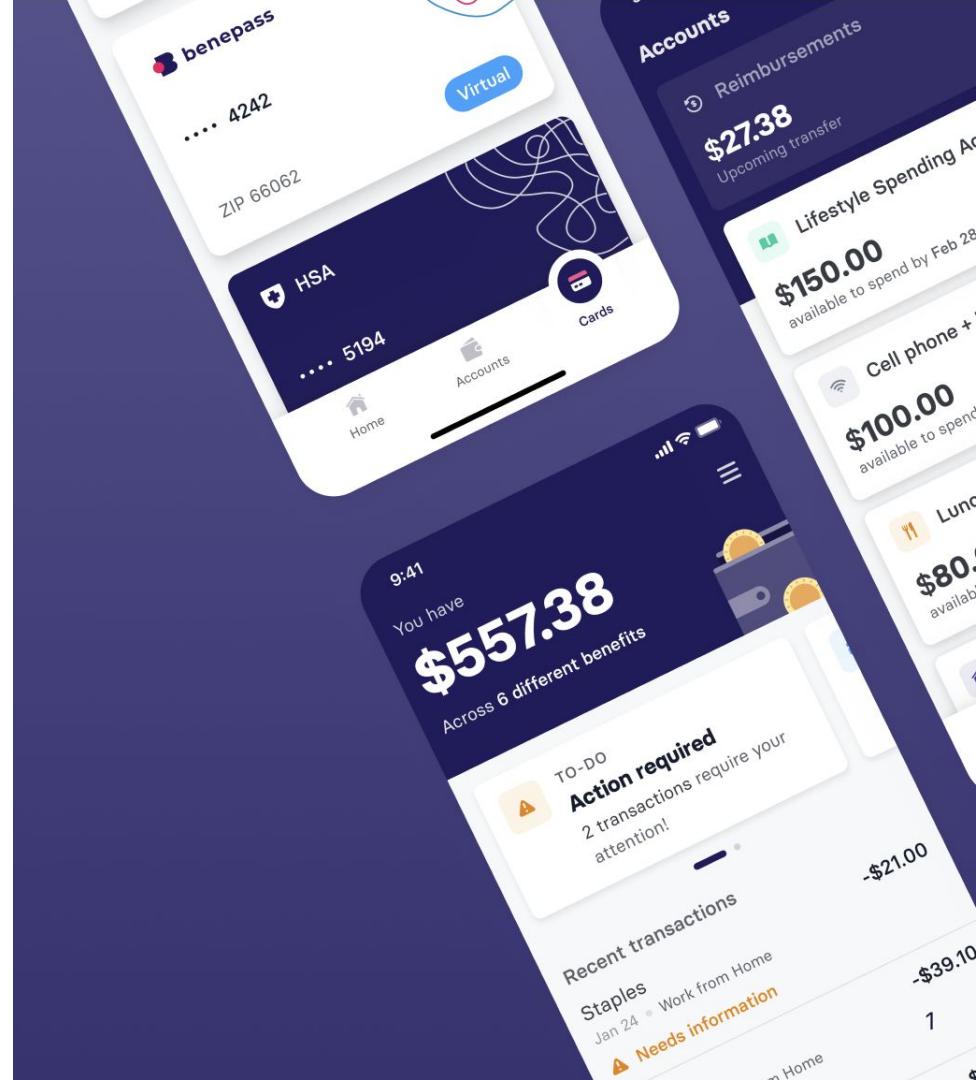
about your:

Lifestyle Spending Account

Your LSA is designed to allow for flexible spending across numerous wellbeing categories.

fast facts:

Who is eligible for the program?
All full-time employees

How is this benefit funded?
All eligible employees will receive **$100** monthly on the 1st of the month.

How will I spend my funds?
You will be issued a Benepass Visa to complete purchases, or you can submit for reimbursement.

What types of purchases are eligible under this benefit?
Eligible categories include fitness, nutrition, mental health, family care and pet care.

Getting started

It's as easy as logging in.

Download the Benepass app, available on iOS and Android, or visit the site online at app.getbenepass.com.

All Benepass accounts are created under your primary work email address.

Secure Login in occurs via Email Code
- Click "Log in with Email Code"
- 6 digit code will be sent to your email
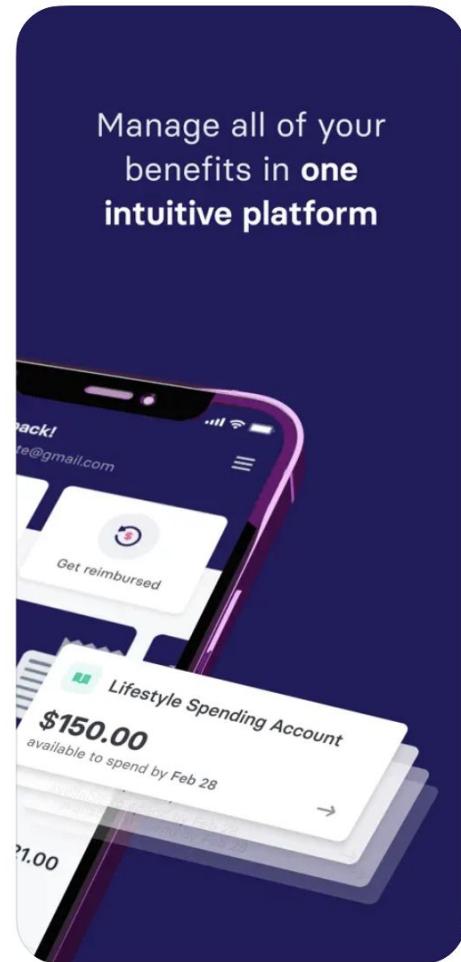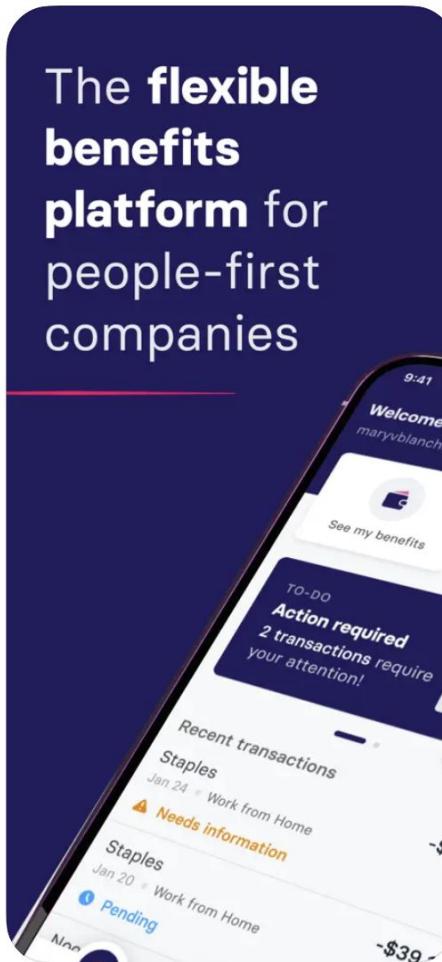
The Benepass Visa card

Spend your benefit funds instantly using the Benepass Visa card.

Your card is available immediately when you log in.

The Benepass Visa works at any eligible merchant that accepts VISA.
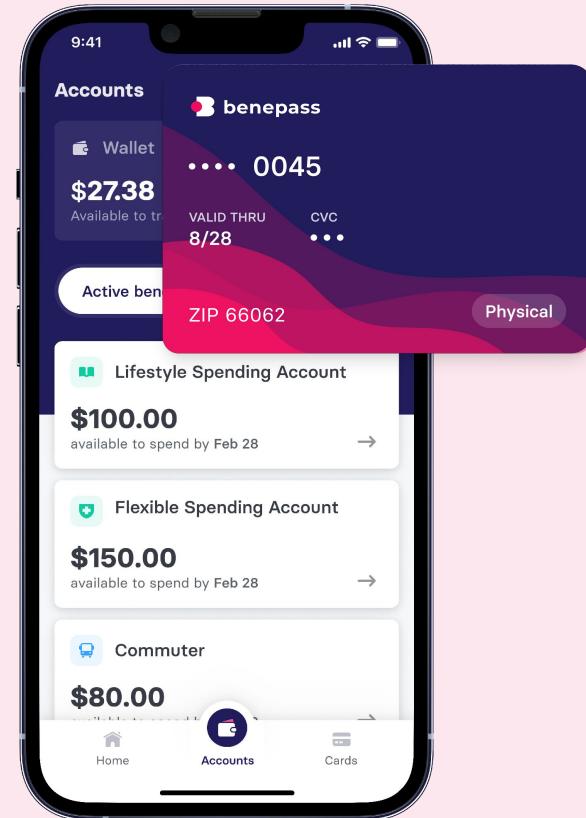
Simple, fast reimbursements

Need to pay out of pocket? It's no problem.

Request a reimbursement in under 30 seconds — no complex forms with fifteen things to fill out.

Get reimbursed directly via ACH.
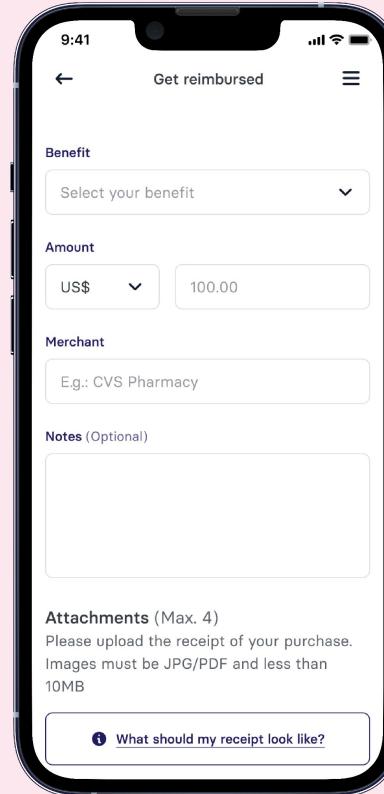
Your experience **also** includes

Clear validation rules

Know if your employer requires additional substantiation for certain transactions, such as a receipt, and add it for review.

In-app spending eligibility

View your employer's unique benefits policy to understand if your purchase is covered.
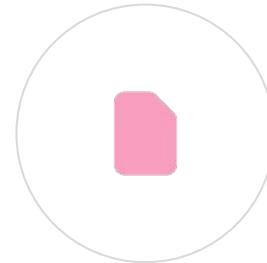
Real-time transaction history

View a complete record of contributions from your employer and your spending history.

Live demo of Benepass

Let's take a look at a few key features in real time!
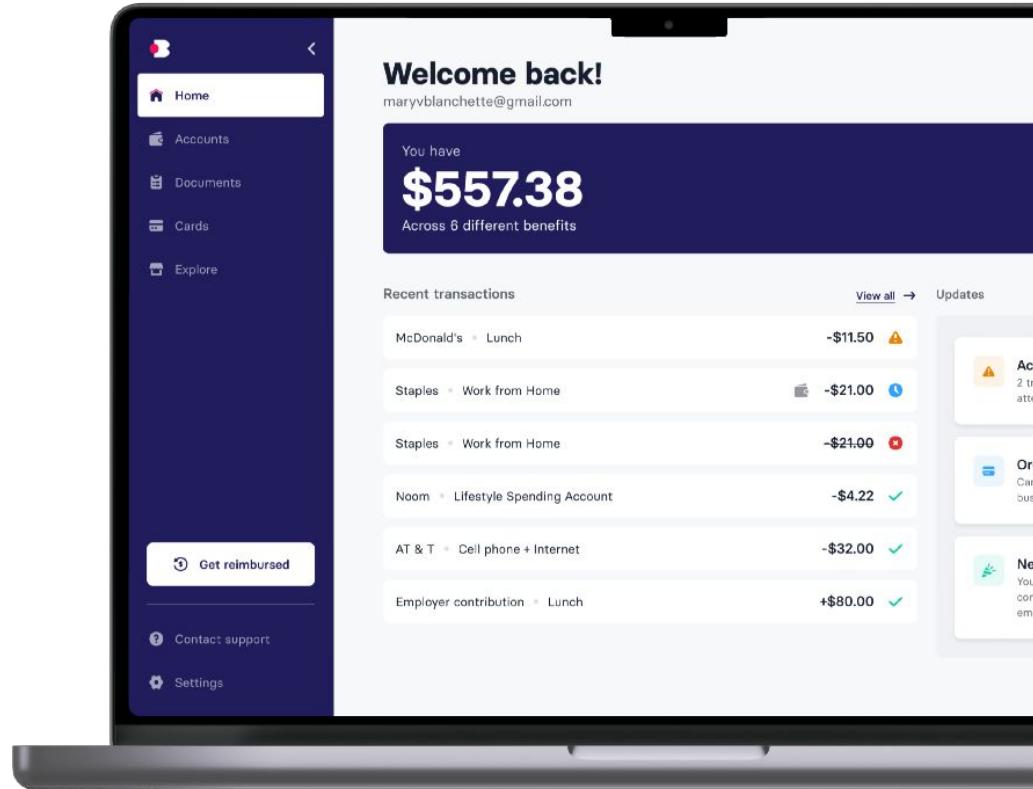
Why do I see multiple cards on my account?

Benepass accounts come with a virtual card immediately, and a physical card upon request in-app. For security reasons, your physical card will have different numbers than your virtual card, but may be used interchangeably.

How do I use my virtual card?

You can use the card numbers online as you would any other credit card. For in-person transactions, if you'd like, you can also add the card to your Apple or Google wallet.

Why did my card decline?

You can click on any transaction in the app to receive more details. For declined transactions these details will include a decline reason:

- *Incorrect zip code:* Cards will decline for mismatched info, check the app for your billing address.
- *Insufficient balance*: Benepass cards will decline if you try to charge more than your remaining balance, and have not set up overages.
- *Merchant not allowed*: Sometimes merchants bill in unexpected ways. Check with Benepass Support if you believe a merchant declined in error.

Contacting Benepass Support

Submit a Support Request:

https://benepass.zendesk.com/hc/en-us/requests/new

- Support Hours: 9AM-9PM EST M-F
- Response: Within 48 business hours

Additional Resources
Visit the Benepass Help Center for detailed articles, videos, and step-by-step instructions on the most commonly asked questions!

Questions?
We're here to help