



Good Afternoon,

Due to current circumstances, we here at Flexible Benefits Administrators Inc. have been asked many questions regarding your plan(s) with FBA. We ask you to continue to monitor your bank balances to ensure that all POS transactions, as well as your weekly manual reimbursements, are paid successfully. Below are common questions that have been received due to these events. As always FBA will continue to update you as things progress internally or if any federal, state or local government add or lift restrictions.

Q: "I no longer need my Dependent Care FSA. What process needs to be done to remove this from payroll?"

A1: Since a qualifying life event would include changes in cost and coverage, if the participant is dis-enrolled in any type of care program then the account holder would be able to stop their contributions for the rest of the plan year. If at a later time a participant is enrolled in a new program, the participant could use that as a qualifying life event (due to changes in cost and coverage) to start contributions again.

A2: Changes like these need to be communicated by the participants to their HR Department so that payroll contributions can be stopped. HR teams need to communicate these changes to their FBA account manager so that we can stop their payroll contributions in our system. Any contributions already contributed year-to-date would not be refunded, unless a claim is a filed.

Q: "What about payroll contributions for Commuter Parking & Transit benefits?"

A: Per IRS regulations, participants can start, change, or stop contributions for commuter benefits at any time.

Q: "Who do I need to report this to?"

A: Types of changes similar to the ones above need to be communicated between the participants and their HR department so that payroll can be notified. Once the participant has notified their employer, HR is to contact their FBA Account Manager.

As changes continue so have our hours of operations. Phone operators will be available from 11 am- 1 pm. For quicker responses, please utilize the following email addresses:

flexdivison@flex-admin.com

COBRA/Retiree/LOA can have emails sent to:

COBRAdivison@flex-admin.com

Finance/Funding related inquiries can have emails sent to:

financedivision@flex-admin.com