

# Benefits Card



## Tap! *Tap!* Click!

Smartphone. Tablet. Online.

### Participants can submit expense documentation to us the easy way.

Participants can send us their Benefits Card receipts, Explanation of Benefits (EOBs), invoices or other documentation using their Android or Apple mobile device or from their computer.

#### How do participants know their purchase needs documentation?

Participants are notified via email, letter, or push notification on their mobile device within a couple of days of their purchase (with rare exceptions). Once they receive this notification, participants can use their mobile device or go online to submit the requested documentation.

#### Mobile.

Sending us documentation from a mobile device couldn't get much easier than this:

1. Participants log into My Mobile Account Assistant on their tablet or smartphone.
2. They tap on the Benefits Card icon, then tap "Documentation Required" on the Benefits Card Transaction screen.
3. After a simple tap on the red document icon, participants just follow the prompts to take a photo of their documentation using the device's camera or they can load the documentation from their photo library.

#### Online.

1. Participants click the email link then log into My Account Assistant online at [www.ebcflex.com](http://www.ebcflex.com).

2. A pop-up message notifies them of any transactions that need documentation. They click "Substantiate Now" to begin.

3. Participants can easily view their Benefits Card transactions and upload documentation as needed.

#### Other options?

Sure. Participants can still fax or send us documentation using the U.S. Mail. But once they try sending documentation using their mobile device or online, they'll agree it's easier and a lot more convenient.

Always remind employers and their participants to **save expense documentation** when using the Benefits Card.

Employee  
**Benefits**  
Corporation  
*We make it easy.*

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[Learn more about the Benefits Card.](#)

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