

Dear <Plan Advisor>,

As your partner in Benefit Plan Administration, National Benefit Services (NBS) is working to enhance and improve the experience with our FSA, HRA, HSA, & Transit Administration. We are excited to announce upcoming enhancements to our Benefit systems on September 1st of this year!

Some of the new tools will include:

- **Mobile app for participants**
 - View up-to-date balances
 - Submit claims right from your smart phone
 - Receive alerts concerning your benefit accounts
- **New and easy to use NBS web portal as the Plan Sponsor**
 - Interact with balances, summaries, and highlights
 - Detailed transaction history
 - Online enrollment
 - Make changes to demographic information
 - Notification options for participants- Email, Text & Mail
- **New and improved benefits card**
 - Real time data available on Website & the NBS App
 - Automatic card activation
 - Option for separate dependent cards

Current Card holders will receive New Cards during the month of August, so please encourage your employees to watch their mail during that time period. These cards will replace their current cards beginning September 4th.

There will be a blackout period during the upgrade from September 1-4th where current NBS cards will be inactivated. We will instruct employees to submit all claims to NBS via mail, fax, or email for processing during that time period.

Over the next few weeks you will receive more information about these new features. We will also begin communicating these upgrades to your clients.

Should you have any questions regarding these upgrades or regarding Benefit Plans with NBS please contact us.

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