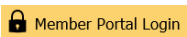



Enclosed you will find your EBPA Benefits Debit MasterCard. **Be sure to complete the below 4 steps.**

1. *Read the enclosed Cardholder Agreement*
2. *Sign the back of your EBPA Benefits Card to indicate that you understand and accept the terms of this agreement*
3. *Use the EBPA Benefits Card to pay for eligible services*
4. *Remember to keep all your receipts*

How to Access EBPA's Reimbursement Account Portal

Access your Reimbursement Account(s) by visiting the EBPA website. First time users will need to register on the EBPA WealthCare Portal. You will only need to register once.

1. Go to www.ebpabenefits.com
2. Click the yellow *Member Portal Login*  button located on the top right hand of EBPA website.
3. Enter your employer's name in the *Employer Name* field. Click *Search*.
4. Your employer's name will populate. Click your employer's name link.
5. Click the tile that is the type of reimbursement account you would like to view.
6. Once you have clicked the requested tile, you will be directed to the *EBPA WealthCare Portal* site.
7. Click *Register*  on the top right hand of the WealthCare website.
8. Be sure to fill out ALL REQUIRED fields. When registering please note:
 - *For the Registration ID field, enter your card number.*
 - *For the Employee ID, enter your social security number.*
 - *For the Employer ID enter CBA10455*

How to Submit Claims

EBPA WEALTHCARE PORTAL

Submitted online through the EBPA WealthCare Portal

MOBILE APP

Download the EBPA Mobile App and upload claims

SECURE DOCUMENT SUBMISSION PORTAL

Electronically submit through the EBPA Secure Document Submission Portal <https://secure.ebpabenefits.com>

FAX

603-773-4415

MAIL

EBPA Reimbursement Accounts
PO Box 1140
Exeter, NH 03833-1140

Debit Card Use

Purchases with your EBPA Benefits Card will be run as a **credit transaction only**. If you are at a merchant and ever prompted to enter a PIN, ask the merchant to process the transaction as credit so that you may sign for your purchase.

How to Contact EBPA Customer Service

Have a question or need assistance? We are here to help!

Option 1

Use our *Contact Us* form located on our website www.ebpabenefits.com/contact-us

Option 2

Call our Toll-Free Customer Service number located on your EBPA Benefits Card **888-678-3457**.

Customer Service representatives are available **Monday through Friday 8:00 AM until 6:00 PM Eastern Time**.