



Benny Card Member – Quick Tips

- Access your account at www.mybenny.com for account balance and transaction history. Use your social security number for the Member ID when completing registration.
- The Benny Card needs to be activated upon receipt. Call 1-866-898-9795 or go to www.mybenny.com/cardactivation to activate your card. You only need to activate one card. Both cards can be used 24 hours after activation.
- Two Benny Cards will be issued to each plan participant. If you need additional cards, call us at (800) 941-4404 or send request via email to flex@firstadministrators.com. There will be a \$10.00 service charge for each additional card. The fee will be deducted from your account balance.
- Use your Benny Card like a credit card; no PIN number required. Process as a credit card transaction and sign the receipt.
- Be sure to save all your itemized receipts. If your Benny Card cannot automatically adjudicate the transaction, you will be notified by mail to provide the receipt. Please submit any requested receipts with the notification letter.
- If you have an expense for which you have not used your Benny Card, fax/mail a completed, signed Request for Reimbursement Form along with your receipts to FAI for processing.
- A card transaction can be denied at the merchant for several reasons:
 - The card has not been activated
 - The card has been used before the 24-hour waiting period after activation
 - The card is suspended due to a prior transaction
 - The participant has insufficient funds in the benefit account to cover the expense
 - The merchant cannot identify FSA/HRA eligible items at checkout according to IRS rules; retry with just the FSA/HRA eligible itemsIf you have problems with your card, please contact us at (800) 941-4404.
- Check your receipt before you leave the doctor's office or pharmacy. All receipts must show the following:
 - Merchant or provider name
 - Date of service or purchase date
 - Brief description of the item or service
 - Dollar amountIf your receipt is incomplete, ask the provider or pharmacist to print out a receipt showing this information.
- If you are notified that you have made an ineligible purchase with the Benny Card, you have two options:
 1. Mail a refund (check or money order) for that amount to: First Administrators, Inc., Attn: Flex Department, PO Box 9900, Sioux City, IA 51102-0479.
 2. Submit a receipt for an eligible out-of-pocket expense (not paid with the Benny Card) to be used toward the ineligible expense.