

PAYFLEX®

We make saving and paying for health care simple

PayFlex Mobile® app — FAQ



Smarter and simpler

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What's new with the PayFlex Mobile app?



- **In-app guidance** for personalized support
- **Enhanced security** and complimentary fraud protection
- **Easier navigation** to get what you need fast

How do I get the PayFlex Mobile app? And is there a fee to use it?



- You can download the app from your mobile device's app store.
- The app is supported by the following devices:
 - **iOS version** 10 or above on iPhone® 5S, iPad Air®, iPad Mini® 2 or newer models
 - **Android version** 4.4 (Kitkat) or above on phones or tablets
- There's no fee to download the app. Anyone with a PayFlex account can use it for free.

Can I submit a claim using the app?



- Yes, you can submit a claim through the app:
 - After you log in, select **Funds** to get started.
 - To send documents with your claim, simply take a picture and upload it through the app.

Can I use the app to transfer funds to and from my HSA?



- Yes, you can transfer funds through the app
 - After you log in, select **Funds** to get started.
 - You can deposit funds into your HSA or request funds from your HSA.

How do I get a username and password for the app?



It's easy. Just use the same username and password you use for the PayFlex member website. If you haven't set up your online account with PayFlex, go to payflex.com to get started.

What if I have trouble signing in?

Click on **Trouble logging in?** on the log in page.



Is the app secure?

- Yes. Here are a few of the ways we make your security our priority:
 - Log in with Secure Touch ID.
 - Get protected access to your account information.
 - Use the same secure username and password you use on our site.



I need app support — what do I do?

- Just call customer service at **1-844-729-3539**.
- If your issue is account related, you can get help via your online account.

Keep it simple with the PayFlex Mobile® app

- Manage your account
- View important alerts
- Snap a photo of your documents to submit claims.



Download the new PayFlex app today for free.

Note: Standard text messaging rates and other rates from your wireless carrier may apply when using the PayFlex Mobile app. PayFlex Systems USA, Inc.

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