

# PAYFLEX®

The PayFlex Card®, your account debit card

## Swipe your way to smart savings



### Pay with ease

The PayFlex Card helps make it simple for you to pay for your eligible expenses.

### Frequently asked questions

#### How does the card work?

When you receive your PayFlex Card in the mail, just call the number on the card to activate it. Then, you'll get your personal identification number (PIN).

To use your card, simply swipe and select either debit or credit. After you swipe the card, our system automatically confirms if you have enough funds available.

Keep in mind that some merchants may ask you to select debit. This means you'll need to enter your PIN to complete the transaction.

- If your spouse or dependent also has a PayFlex Card, they will use the same PIN you use.
- You can call Card Services for help if you forget your PIN or want to change your PIN.

#### Where can I use the card?

You can use your card at qualified merchants where Mastercard® is accepted and where merchants can process health care cards. Merchants include doctors' and dental offices, hospitals, pharmacies, and hearing and vision care centers. You can also use your card at some discount and grocery stores.

#### What can I pay for with my card?

You can use the card to pay for eligible expenses allowed under your plan. These generally include:

- Deductibles, copays and coinsurance
- Prescriptions and certain over-the-counter (OTC) items
- Dental and vision costs

To view the list of common eligible expense items, visit [PayFlex.com](https://www.payflex.com).

**Note:** Some cards can be used only for specific expenses. Check your plan details to confirm before using your card.

#### What if I don't use my card to pay for an expense?

You can pay for an eligible expense with cash, a check or a personal credit card. You can then use features online or through the PayFlex Mobile® app to pay yourself back.



## Quick tips

**Order additional cards for your family** — If you're a new member, you'll automatically receive one card. You can order additional cards online for your spouse or dependent(s) at no cost.

**Access your account balance** — Log in to your PayFlex® member website to view your available balance.

**Check your card's expiration date** — Your card is valid for five years, as long as you're an active member. Before your card expires, you'll receive a new card in the mail.

**Replace lost or stolen cards** — Please call us right away at **1-888-879-9280 (TTY: 711)** to report a lost or stolen card.

## Got questions?

Visit [utc.payflex.com](http://utc.payflex.com) or call us directly at **1-888-879-0750**. We're here to help Monday - Friday 8a.m. - 8p.m. ET, and Saturday 10a.m. - 3p.m. ET.

# Activate your identity theft protection benefits for no additional charge

All PayFlex Card holders have access to the Mastercard® ID Theft Protection™ solution to help detect and resolve identity theft. Sign up for free today at [MastercardUS.IDProtectionOnline.com](http://MastercardUS.IDProtectionOnline.com).

For more information, call Mastercard ID Theft Protection Customer Support at **1-866-805-7848**.

PayFlex Systems USA, Inc.

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