



November 2009

Dear Valued Participant:

We want to thank you for the feedback that we have received regarding your experience with Ceridian Benefits Service and the administration of your Flexible Spending Account. We **sincerely apologize** for the issues that you may have encountered when using your Ceridian Flexible Spending Account Card. The following items have been addressed by our organization in 2009 that will assist you in utilizing the card to your benefit in 2010:

- Ceridian has addressed the issues that some of you may have had when you filled a prescription using the Medco Mail order service.
- If you had a \$5.00 medical lab fee that previously required receipts, you will no longer be required to submit receipts for this service.
- A recurring expense will be substantiated if you are using the same provider for the same dollar amount. (Ex. Orthodontist recurring expense of \$160.00 every month will not require additional receipts each time you have a transaction after the initial expense has been filed, as long as the amount is the same and the provider continues to be the same).
- We also have adjusted the timing of the notification of our need for substantiation to within three days of the transaction. This should assist you as an FSA card user to know exactly when a receipt is needed for an FSA card transaction.
- In addition, Ceridian is in the process of completing updates to the communications generated by our FSA system to ensure that each communication is clear and will assist you in understanding the next action that Ceridian is taking or asking you to take.

We understand that the need for substantiation of the Benefit Card transactions may have been a concern for you. We are required, per IRS Guidelines, to substantiate all transactions applied to the card. We have implemented additional processes that will assist in minimizing the need for you to provide documentation where documentation is required. However, documentation may still be required depending on the transaction. In addition, we will continue to streamline and improve our FSA Benefits processes, such as the communications, to assist you in the management of your Flexible Spending Account.

If you are required to substantiate a transaction, you can use the following guidelines to provide the appropriate documentation:

- **Prescriptions and Pharmacy Documentation**
Many pharmacies can re-print prescription receipts or provide a history report for you that will include dates of service, amount and RX numbers or names.
- **Insurance Expenses and Explanations of Benefits (EOBs)**
Many insurance carriers can provide you with an explanation of benefits (EOB) for the expense(s) you incurred. Sometimes you can print these EOBs from your insurance company's website.
- **Medical, Dental and Vision Provider Expenses and Statements**
Most medical, dental and vision providers are familiar with Flexible Spending Account rules and can produce an FSA expense explanation for you upon request. To meet IRS requirements, please be sure that the patient responsibility amount is identified, and that all amounts, including previous balances, identify the expense type.

For additional information in regards to your Flexible Spending Account, and for on-line management of your account, please log on to www.Ceridian-Benefits.com or feel free to contact our Customer Service Center at 877-799-8820, Monday through Friday, between 8 a.m. and 8 p.m. Eastern time.

We appreciate you as a consumer and want you to know that Ceridian is committed to providing you with the best possible service as well as assisting you in maximizing your benefit.

Sincerely,

Client Services