



IN THE BUSINESS OF YOUR SUCCESS®

Consumer Health & Spending Accounts

A New Web Address for Your Spending Accounts Starting July 22!

myspendingaccount.adp.com

(If you have difficulty navigating from this link, please copy and paste the URL directly into your web browser address bar.) ***Whether you are a new participant or a previous FSA/Commuter account holder, you will need to register on the new site to create your login for online access to your spending account(s). The process is quick and easy! On or after July 22, just go to the new site and click on the link “New Users – Register Here” to access your FSA and Commuter Benefits.***

– **New Website Features:**

- User-friendly appearance and easy navigation.
- Account summary and account balance at your fingertips! You will easily see how much you elected, how much has been paid, what's pending and how much is available.
- Online claims processing.
- Claim status alerts and notifications with important information about your account.
- Detailed, easy-to-understand information about every claim and every reimbursement.
- The ability to quickly search for all current and past claims, payments and contributions.
- Access to all communications and forms.

– **Improved Email Notifications:** Verify your email address online and update it, as needed, to receive notice each time activity occurs on your account, including your quarterly account statement notification.

– **Enhanced Account Statement:** Your quarterly account statement highlights important account information and plan details.

Important Information and Action Items

- **Blackout Period:** In order to make these changes, it is necessary for us to impose a short blackout period from **July 14 – July 21, 2015**, during which all of your account activity will be suspended.
- **Commuter Benefits:** Due to the timing of your account transition and your ordering deadlines, you no longer have access to the online commuter ordering platform and your current pre-paid Commuter MasterCard® has been deactivated. You may submit paper claims for eligible Commuter expenses using the [Transit Claim Form](#) or the [Parking Claim Form](#). **Paper claims may be submitted during the blackout period, however, reimbursement of those claims will not occur until the completion of the blackout period.** If you incur expenses during the blackout period, you may submit claims for those expenses at any time, however the reimbursements will not process until after the close of the blackout period. Please make sure you are using the claim forms available on the new website. **Please note that paper claims for Transit expenses can only be filed through December 31, 2015.** After December 31, 2015, you may only file paper claims for eligible Parking expenses and all Transit purchases must be made with the new card (see below).
- **New Spending Account Card:** Within 7 – 10 days after the transition, you will receive a new Visa®-branded card to use for all of your eligible spending account expenses, including Commuter Benefits and, if enrolled, FSAs. Additionally, you'll have the option of loading post-tax payroll deductions to your new card to cover Commuter purchases that exceed the allowable monthly maximums (amounts formerly charged to your personal credit/debit card through the online ordering platform). You can access the Commuter Enrollment/Change Form at https://my.hofstra.edu/Employee/main/Employee_hr_commuter_benefits.jsp.

For Commuter Benefits, if Visa is accepted, the card may be used at parking locations nationwide and at transit locations that exclusively sell transit media (transit authorities, kiosks, etc.). The card cannot be used for Transit purchases at any location that sells products other than transit media (pharmacies, gift shops, etc.).

- **Secondary Cards:** If you currently have additional cards other than the primary employee card, you will need to contact the Customer Service number on the back of the primary card and request an additional card in your dependents' name. This is a security requirement for your benefit and we were unable to automatically re-generate any secondary cards.
- **Direct Deposit:** If you currently use direct deposit for any of your spending account reimbursements, your information will transfer to the new website. If you have changes to your direct deposit information, you'll need to make the updates on the new website.
- **Reimbursement Checks:** If you receive paper reimbursement checks for any of your spending account expenses, you'll receive a different style of check after your upgrade.
- **Web Access:** Once your upgrade is complete, you'll have access to your account information through myspendingaccount.adp.com. After your transition to the new system, you'll no longer use your FlexID or Employer ID when logging into the ADP Spending Account website.
- **Customer Assistance:** If you need assistance, contact the ADP Participant Solution Center at **1-866-871-0773**. A representative can assist you with any questions about online account registration, website navigation, account balance(s), transaction history and more. Representatives are available Monday – Friday, 8:00 a.m. – 8:00 p.m., Eastern Time, excluding holidays. We look forward to assisting you!