



# Important Announcement

HR Simplified is becoming



effective May 1<sup>st</sup>

## Attention Flexible Spending Account Participants

### How is my account changing?

Your HR Simplified account will be closed and funds in your account will be moved to your **Chard Snyder (chard-snyder.com)** account. **IT IS VERY IMPORTANT THAT YOU LOG IN TO YOUR CURRENT HR SIMPLIFIED ACCOUNT TO VERIFY THAT YOUR EMAIL ADDRESS, HOME ADDRESS, AND PHONE NUMBER ARE VALID.**

### Will I still be able to access my account funds?

You can access your funds as usual until 5:00 PM CST on April 24, 2024. **There will be a blackout period from 5:00 PM CST on April 24, 2024 until 8:00 AM CST on May 1, 2024 during which you will not have access to the funds in your account to allow time for the transition to Chard Snyder.** You will not be able to submit claims during this time and your benefits cards will not be usable.

### How do I log in to my new account?

Beginning at 8:00 AM CST on May 1, 2024, you will log in to your new **Chard Snyder (chard-snyder.com)** account in the participant portal on the Chard Snyder website. You will receive new login credentials and instructions on how to create your new portal account and access your information there.

### Will I use a new mobile app?

Beginning at 8:00 AM CST on May 1, 2024, you will access your account via the Chard Snyder mobile app. Download it from the **App Store** or **Google Play** to manage your account anywhere, any time.

### Will I get a new debit card?

Yes, you will be receiving a new debit card in the mail by May 1, 2024. Please contact the Chard Snyder Participant Services team at 800-982-7715.

### How do I reach Customer Service?

You can continue to contact the HR Simplified Participant Services team at 888-318-7472 until May 1, 2024. After that date, please contact the Chard Snyder Participant Services team at 800-982-7715.

