

Congratulations on enrolling in your Flexible Spending Account

VIEW YOUR FLEX ACCOUNT DETAILS ONLINE

Sign up to view your Flex Account balance, find claim forms, and view claim status and history on our secure website. Go to www.ffga.com and log in.

After log in is complete, you may sign up for direct deposit for your reimbursements.

Notice: For quality control and security purposes, we did not transfer any of your banking information when transitioning to our new and improved portals. If you previously signed up for direct deposit for your FSA, you will need to reestablish your banking information.

DOWNLOAD OUR FF FLEX MOBILE APP

The **FF Flex Mobile App** is available for Apple® or Android™ devices on the App StoreSM or the Google Play Store™. Submit claims, set up text mobile alerts, and much more, all from our convenient mobile app.

USE YOUR FLEX BENEFITS CARD

For qualified FSA purchases, you may pay with your **FFA Benefits Flex Card** at the time you incur the expense. You can find a list of eligible products and services on our website, www.ffga.com.

3 EASY WAYS TO SUBMIT RECEIPTS:

1. UPLOAD PHOTO TO OUR
SECURE, ONLINE PORTAL



2. USE THE FF FLEX
MOBILE APP



3. SEND TO US BY MAIL OR FAX



TIPS FOR USING YOUR FLEX BENEFITS CARD:

- » **Save Your Receipts!** The IRS requires validation of transactions. Upon request, you will have 60 days from the date of the transaction to provide documentation. Failure to provide documentation will result in suspension of your card privileges until the necessary documentation is received. With our updated system we will be sending receipt notification using the email address you provided during open enrollment.
- » **Take a photo of your receipt.** You can upload documentation by taking a photo using the FF Flex Mobile App or by logging into your participant account portal.
- » **Dependent Day Care contributions must be received from your employer and deposited to your account before they are available for use.** Funds cannot be reimbursed until the expense has been incurred.
- » **The card cannot be used for prescribed over-the-counter drugs.**

FFGA-2022-0815

QUESTIONS? CONTACT US TODAY!

Online: www.ffga.com | Email: flex@ffga.com | Phone: 866-853-FLEX | Fax: 800-298-7785

First Financial Group of America • FSA Department • PO Box 670329 • Houston, TX 77267-0329