

UMR

[www.umar.com](http://www.umar.com)

Employed by:  
Group Number:

DEAR

On behalf of your employer, UMR would like to provide more information to you on managing your Flexible Spending Account (FSA) through Online Services!

To submit a request for reimbursement, you must complete the appropriate FSA claim form, and either fax or mail it to the fax number/address listed on the claim form. We typically process your claim within 3-5 business days of receipt in our office.

By logging on to our web site at [www.umar.com](http://www.umar.com) you can find account information including payments to date, your remaining balance, and claim status. In addition, our site provides access to an eligible expense list, additional claim forms, regulatory information and more.

Sign up for Explanation of Benefits (EOB) notification today! You may sign up on our website to receive EOB notification via email that your FSA EOB is available to view online.

To access this information on [www.umar.com](http://www.umar.com), please refer to the instructions on the enclosed flier titled 'Flex Your Dollars'.

You can submit your claim using our web claim entry application. After submitting your claim via the web claim entry application, please submit your supporting documentation via the method you have chosen during your web claim submission.

If you do not have access to the Internet, you can obtain the same account information through our Interactive Voice Response (IVR) System. To access your account information through the IVR, call the toll free number listed above. You can also obtain fax confirmation via the IVR System. You can hear the date and number of pages received for the last fax received by you.

If you have any questions regarding your Flexible Spending Account specifically, please contact your customer service representative at the 800 number listed above.

Thank you for your participation! We are pleased to serve you.