



**Benefit Strategies, LLC**

November 22, 2010

Dear Participants,

In the last 6 months Benefit Strategies Call Center has gone through significant growth improving efficiency and scalability of our operations. One of the most recent advancements has been the implementation of FLEX and HRA 24-hour self-service capability for our most common questions and inquiries. You can now use this service to obtain information without having to call us during our standard business hours.

The ability to obtain this service is provided through our Interactive Voice Response (IVR) telephone system. Directions for this service are as follows:

- Dial (603) 647-4666 or 888-401-3539
- When prompted, select 2 for Customer Service
- When prompted, select the appropriate service offering (Flex or HRA)
- Select the self-service option you'd like to obtain information from

**Information that can be obtained is:**

- Your username and password to our benefits web portal if you've never logged in before
- Available balances for the plan type current year
- Your final filing and service dates for the specific plan type
- Claim disbursement/release dates

While this information is looked up by providing your Social Security number when prompted, you continue to have the option to simply hit "0" to be directed to our seasoned and professional Call Center staff or leave a message with the Benefits Group voicemail when calling out of business hours.

We would again, like to encourage you to provide our representatives with a final "score" on the service they provide on every call. During normal business hours when speaking to our representatives simply stay on the line once your call is complete to be directed to the single question Customer Service survey. Your information will assist us to continue our service offering and practice improvements.

Thank you very much for your dedicated service and please let us know of any way you believe we may better service you in the future. We encourage your feedback and look forward to continuing our improvements in the ultimate goal of providing you world class service.

Best Regards,

Tom Smith

President, Benefit Strategies

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