

# Important Information About Your Flexible Spending Account

Your First Financial Flexible Spending Account (FSA) now has an improved online experience for managing your FSA. Access to the new FF Flex Mobile App, Flex Portal, Text Alerts and much more today!

## Enhancements:

- » **FF Flex App** – Managing your FSA on-the-go is easier than ever with the *FF Flex Mobile App*. This powerful, intuitive mobile app gives you access to your accounts right from your Android or Apple mobile device. Securely check balances, request reimbursement, upload receipts and view transaction details .... *all from your smartphone or tablet.*
- » **Flex Portal** – Our FSA Portal is a secure online site that you can access by logging into your account on [www.ffga.com](http://www.ffga.com). Due to these enhancements, if you have previously set up an account you must re-register and create a new User ID and Password.
  - Flex Portal and App Features:**
    - » *Access account information*
    - » *View card details and profile information*
    - » *Submit claims using an electronic claim form*
    - » *View pending claims*
    - » *Upload receipts and documentation*
    - » *Receive alerts*
    - » *Update direct deposit information*
    - » *Register your phone to receive text alerts*
- » **FFGA.com** – We have additional and helpful information available to you on our website. Visit [ffga.com](http://ffga.com) to find new claim forms, FF Flex mobile app users guide, flex portal guide, instructions for downloading the flex app and much more.
- » **Claim Forms** – For expediting your claim process, please use the new forms available on [ffga.com](http://ffga.com). The new claim forms have bar codes to ensure fast processing. For your convenience, we will still accept the old claim forms.
- » **Direct Deposit** – **For quality control and security purposes, we did not transfer any of your direct deposit banking information.** As of September 15, 2015, we are transitioning to our new system. In order to continue receiving reimbursement by direct deposit you will need to reestablish your direct deposit information online or in the mobile app prior to September 15th.
- » **Paperless** – We are excited to implement a paperless system. All claims will be scanned into our system. Once your claim is processed, the documentation will be attached to the transaction. All documentation entered or uploaded into the system will be viewable. We will no longer return copies of the submitted claim(s) or receipt(s) with denied claims.
- » **Emailing Receipt Notifications** – With our new system we will email receipt notifications to the email address provided at time of enrollment. If you need to update your email or contact information please contact your employer.
- » **FSA Store** - [www.ffga.com/fsaextras](http://www.ffga.com/fsaextras)  
First Financial has partnered with the FSA Store to bring you an easy to use online store to better understand and manage your Flexible Spending Account (FSA). Shop at the FSA Store for eligible items from bandages to wheel chairs and thousands of products in between, browse or search for eligible products and services using the FSA Eligibility List, and visit the FSA Learning Center to help find answers to questions you may have about your FSA.

## Questions?

*If you have questions about your account or any of our enhancements, please contact the First Financial Flex Department at 866-853-3539 or email us at [flex@ffga.com](mailto:flex@ffga.com).*

