

How to Use the Web and IVR

Our Customer Care Center offers you a variety of resources to make inquiries about your benefits and Flexible Spending Accounts (FSAs), including information from the website, Interactive Voice Response system (IVR) and our Customer Care Representatives.

On the Web

Visit www.myFBMC.com to access our home page. Use the navigational tabs along the top of the webpage to get answers to many of your benefits questions.

If you previously registered an e-mail address and password, you may continue using this information. If you haven't registered, please log in to the website as a first time user (follow the link on the login page and register through Premier Login).

- ▶ **Benefits** – You can check your benefit status, read benefit descriptions, use our tax calculator and much more.
- ▶ **FSA Claims** – Check the status of your FSA claims, download forms, get information about mailing and faxing your claim and see transactions that need documentation.
- ▶ **FSA Balance(s)** – View your FSA balance(s) and contributions or review monthly statements and your transaction history.
- ▶ **myFBMC Card® Visa® Card** – Please visit www.myFBMC.com to activate your myFBMC Card®. You may also download a card fact sheet or claim form, read detailed instructions on proper card use and review our IIAS Store List to maximize card convenience.
- ▶ **Profile** – Change your account profile, access your Member ID or select a new phone Personal Identification Number (PIN).
- ▶ **Resources** – Browse through our extensive resource library, including: benefit materials, eligible medical and dependent care expenses, required documentation, Over-the-Counter drug listings and benefit tips.
- ▶ **FSA Forms** – Download applicable forms for FSA reimbursement and Direct Deposit.

Over the Phone

Our automated phone system, IVR, can be reached 24-hours a day by calling 1-800-865-3262. IVR allows you to access your benefits any time, follow the voice prompts to find out information about your benefits such as:

- ▶ Current FSA balance(s)
- ▶ Current active benefits
- ▶ FSA claim status
- ▶ Mailing address verification
- ▶ Obtain FSA Claim Forms
- ▶ Change your PIN

Personal Identification Number (PIN)

To access the IVR system, all you need is your Social Security number (SSN). The last four digits of your SSN will be your first PIN. After your initial login, you will be asked to register and select your own confidential PIN to access this system in the future. Your new PIN cannot be the last four digits of your SSN, cannot be longer than eight digits and must be greater than zero.

Record your PIN here.

Remember, this will be your PIN for IVR access.

If you forget your PIN, call Customer Care at **1-800-342-8017**.

