

# 121 Benefits is now Benefit Resource (BRI)



**Welcome to BRI!** This document is intended to provide you with a brief overview of what you should know about your pre-tax health, dependent care, and transit accounts transitioning from 121 Benefits to Benefit Resource for the 2022 plan year. More details about the specific timelines affecting your account(s) will be outlined in future mailed and email communications.

## WHAT YOU CAN EXPECT

In addition to the same great savings and customer service you experience with your current pre-tax benefit accounts, there are some additional perks you'll receive with BRI.

### A NEW BENEFITS CARD WITH DIGITAL WALLET COMPATIBILITY

You will receive the Beniversal® Prepaid Mastercard® in the mail prior to January 1, 2022.



The Beniversal Card can be used at qualified merchants who accept Debit Mastercard. You can conveniently access funds for expenses eligible under the following plans while you are enrolled in them::

- Medical/Dental Expense Account (MDEA)
- Health Reimbursement Account (HRA)
- Parking Expense Account (PKEA)
- Bus/Vanpool Expense Account (BVEA)

The Beniversal Card can be enabled for contactless payments through Apple Pay®, Google Pay®, and Samsung Pay® digital wallets. Once you have set up your card through the digital wallet, you can pay for eligible expenses at healthcare or commuting locations, all from your phone!

### EXPANDED PARTICIPANT SERVICE HOURS

As a nationwide administrator, BRI provides customer service from 7 a.m. to 7 p.m. Central Time. The expanded service hours offers you convenient support when you need it.

**GOOD NEWS!** You can continue to call the same phone number, (800) 300 - 1672, when you're in need of support.

### ACCESS TO ADDITIONAL RESOURCES

BRI offers a large spectrum of resources to help you take greater control of your benefits. Our Resource Center (available at [BenefitResource.com](http://BenefitResource.com)) puts the tools in your hands to stretch your dollar and ensure peace of mind.

#### Resources include:

- Brochures
- FAQs
- Calculators
- How-to guides
- Videos
- Fillable Forms
- Presentations
- Infographics

## ACCOUNT MANAGEMENT TOOLS

Just like when you managed your benefits through the 121 site, you can continue to monitor the status of your accounts with our easy-to-use web portal and mobile app.

Information about how to use these tools will be included in future communications.

### BRIWEB

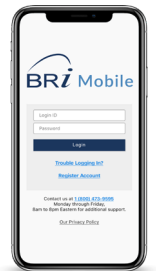
**BRIWEB** is your secure online login for managing your accounts with BRI. Through this portal, you can:

- Submit claims and receipts
- Set up direct deposit
- View balance and transaction information
- Access the Eligible Expense lookup table
- Download forms & other important files
- Sign up for email/text account notifications (be sure to keep them updated directly with BRI)

### BRIMOBILE

**BRIMOBILE** provides on-the-go access to your account. Through the app, you can:

- Scan and search for eligible items
- View current and prior year balances
- Access recent card transactions
- Submit and view recent claims
- Upload receipts
- Sign up for email/text notifications



### BRIALERTS

**BRIALERTS** provide real-time text<sup>1</sup> or email notifications regarding the status of your accounts. Types of alerts include:

- Card purchases & denials
- Monthly balance reminders
- Duplicate transactions
- Claims payment activity
- Deposit information

<sup>1</sup>Standard text rates may apply.

## ADDITIONAL TOOLS & RESOURCES TO COME

This Open Enrollment, you'll receive the link to a custom page on [BenefitResource.com](http://BenefitResource.com) that houses your Plan Documents, videos, enrollment flyers, calculators, FAQs, and more.