



Igoe Mobile App

Your guide to getting started

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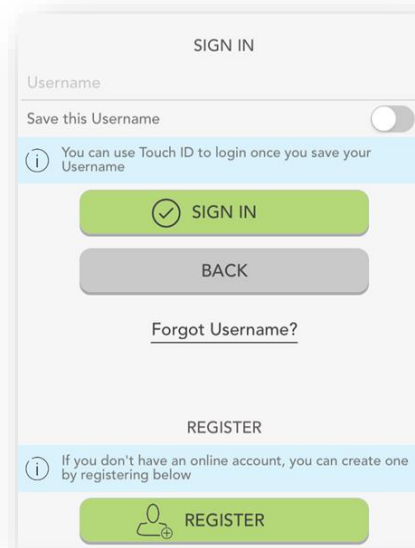
Igoe Mobile

Managing your benefit account(s) on-the-go is made easy with the Igoe Mobile application. This powerful, intuitive mobile app gives you access to view your account balances, update your profile, submit a claim, and much more, right from your Apple or Android mobile device. This guide is intended to provide a detailed overview of the Igoe Mobile application features, so you can be sure you are getting the most out of your benefit account(s).

Getting started

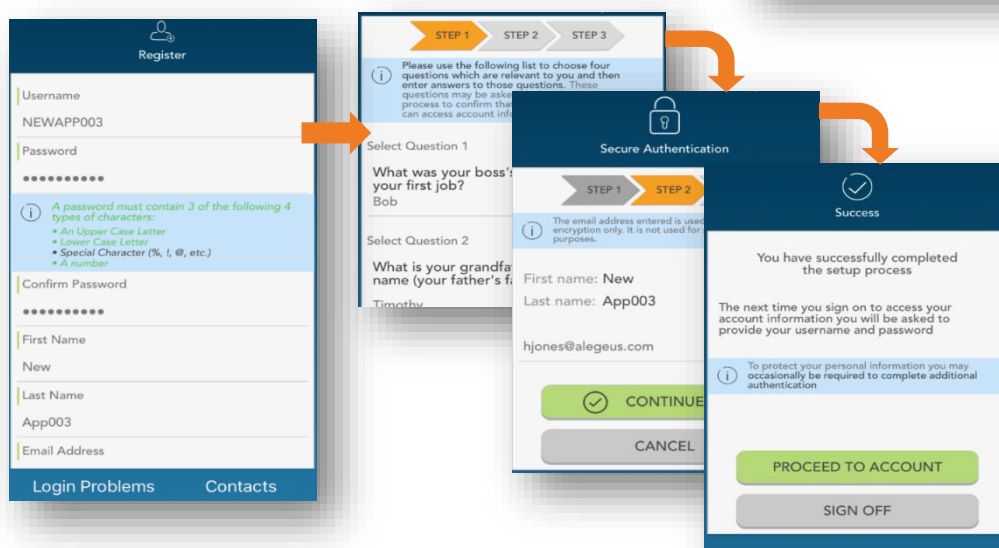
Your login credentials for Igoe Portal and Igoe Mobile are the same. After downloading the application, the login screen will provide two options, 'Sign In' or 'Register'.

- If you already have a Igoe Portal or Igoe Mobile username, enter it and tap 'Sign In'. You may be asked some security questions, and then you will be prompted to enter your password.
- If needed, you can retrieve a forgotten username from the sign in screen and reset a forgotten password from the password entry screen.
- If this is your first-time logging in to both Igoe Portal and Igoe Mobile, you must register before you can access the application.



Registration

Tap the 'Register' button.



Complete the registration form (above left). Select a username, and create and confirm a password meeting the specifications provided. Your *Employer ID* and *Employee ID* can be obtained from your welcome email or your employer plan highlights. In lieu of the employer ID, you can also register using your benefit card number, if available.

In the next steps, select and answer four security questions (above middle), verify your name and email address, and complete your registration. These same steps are required when registering on the Igoe Portal.

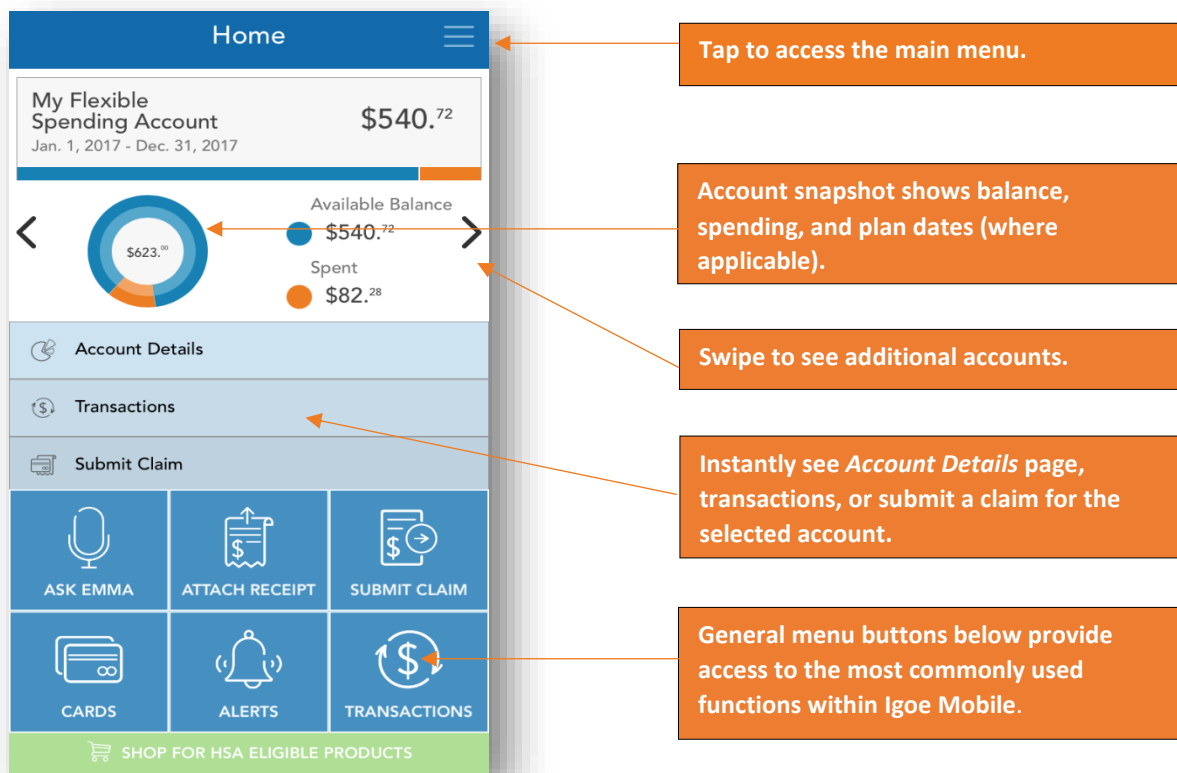
Touch and face recognition access

If your device uses touch or face recognition access technology (Touch ID and Face ID for Apple devices, or Fingerprint Access for Android devices), you can choose to enable them to access Igoe Mobile. Simply choose to save your username on the sign in screen, and after signing in, you will be presented with the option to enable touch or face recognition access.

View your touch/face recognition access status and disable it at any time via the 'Settings' screen.

Homepage

Once you are registered and/or logged in, you will see the homepage, with snapshots of each account, including your balances and plan dates. Swipe to view snapshots of additional accounts. Menu buttons at the bottom of the screen allow you to reach the most commonly used pages with a single tap.



1. Attach receipt – Instantly view all pending claims, and easily attach your receipts using your device camera
2. Submit claim – Submit a new claim for reimbursement
3. Cards – View card details, access PIN, mark your card as lost or stolen
4. Alerts – Access important messages from Igoe Administrative Services
5. Transactions – View all your transactions on one page, including claims, card transactions, and deposits

Submitting a claim

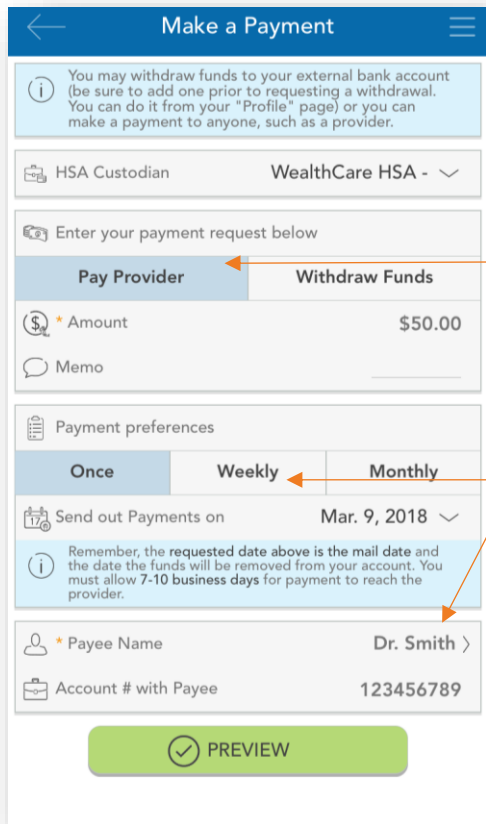
The *Add Claim* screen allows you to enter and submit a new claim for reimbursement. If you have a receipt to substantiate your claim, you can take a photo of it with your device and attach it to your claim submission.

The screenshot shows the 'Add Claim' screen with the following fields and callouts:

- Service Start Date:** Mar. 8, 2018. Callout: "What date(s) did the services related to this claim take place?"
- Service End Date:** None
- Reimburse Provider?:** No (selected) / Yes. Callout: "Request reimbursement for yourself"
- Claimant:** Elizabeth Sample
- Reimbursement Method:** Direct Deposit
- Provider:** Dr. Smith
- Account Type:** Flexible Benefit
- Claim Amount:** \$50.00
- Comments:** (empty text area)
- Receipts:** Mar. 8, 2018 | Add Receipt. Callout: "Be sure to click 'Add Receipt' to attach your substantiating documentation for the claim. You can use your device camera to take a photo of your receipt."
- PREVIEW:** (Green button at the bottom)

HSA bill pay

If you are enrolled in an HSA, you can submit a bill payment to a healthcare provider or withdraw funds to reimburse yourself for eligible out-of-pocket healthcare expenses. Just tap 'Bill Pay' from the main menu, and then tap to add a new payment.



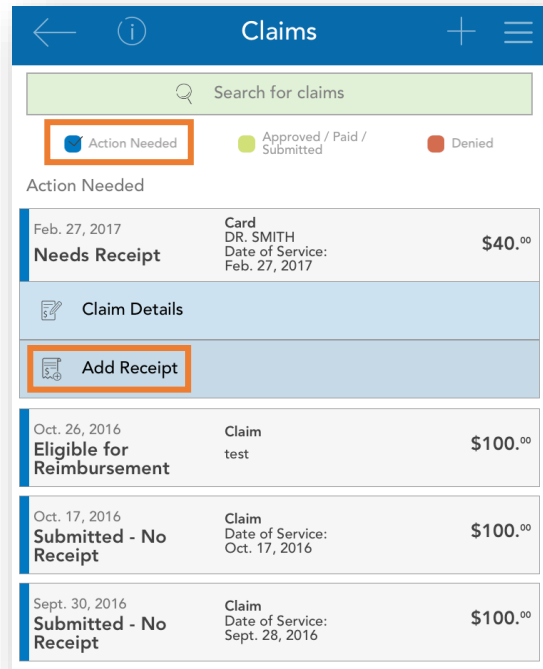
Choose to pay a provider or pay yourself for eligible services. If you choose 'Pay Provider' specify your provider's payment information by selecting from a pre-loaded list. If you do not see your provider, you can add their information manually.

If this is a recurring expense, you can configure payment to automatically issue weekly or monthly.

Resolving pending transactions

To view a list of transactions requiring your attention, navigate to the *Claims* page by tapping 'Claims' on the main menu (or the 'Attach Receipt' shortcut button on the homepage), and ensure the 'Action Needed' filter option is selected at the top of the page.

To resolve a pending transaction, tap the transaction and select to add a receipt. As stated previously, you can use your device camera to take a photo of your document(s), and then submit for review.



Managing alerts and messages

Igoe Mobile stores two types of communications:

1. Alerts are brief, event-triggered notifications sent to you via email or text message to keep you in tune with your account(s). For example:
 - Confirmation that you have been successfully enrolled in a plan.
 - Notification that your address has been updated in the system.
 - Acknowledgement that a submitted manual claim has been received by Igoe Administrative Services.
2. Messages are important letters generated by Igoe Administrative Services to notify you of claims requiring further substantiation, or to provide information on the status of a reimbursement. Typically, these messages will also be mailed or emailed to you with instructions to access additional details by logging in to Igoe Portal or Igoe Mobile.

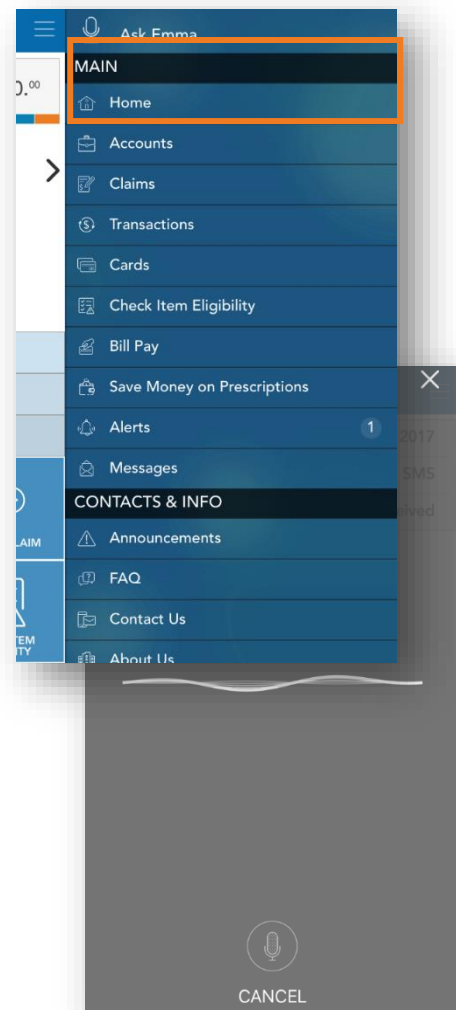
Ask Emma voice response system

You can obtain information about your benefit account(s) by simply 'asking Emma'. Emma intuitively answers basic questions related to transactions, account balances, and more.

Ask questions like:

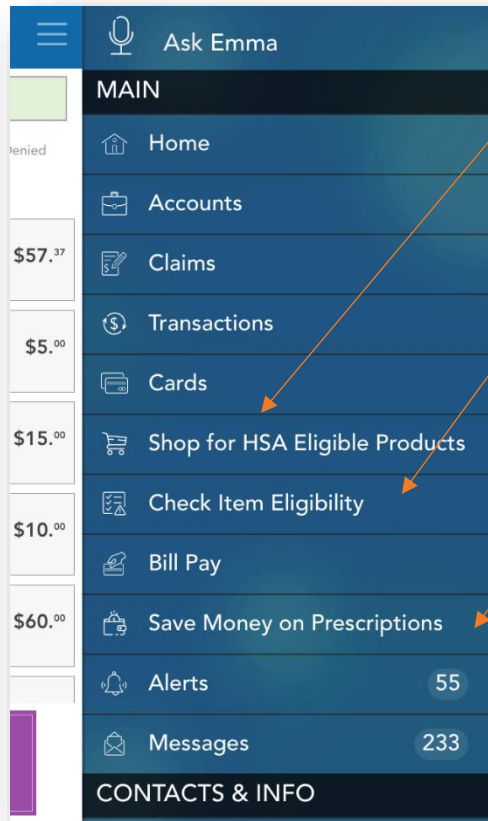
- What is my balance?
- What are my last five transactions?
- How much can I contribute to my HSA?

Activate Emma by tapping the 'Ask Emma' link at the top of the main menu, or by tapping any screen with four fingers simultaneously (you must be logged into the app). The screen shown to the right appears when Emma is "listening".



Additional features

We are constantly striving to make navigating your benefit account(s) simple, convenient, and fun! Check out these additional noteworthy features:



Shop for eligible products

HSA and FSA Store make it easy to spend your dollars on eligible items. Tap to visit them online.

Check item eligibility

Use the front-facing camera on your device to scan merchandise barcodes in-store to instantly determine their eligibility!

Save money on prescriptions with GoodBuyRX

Tap to access the ultimate pharmacy savings card! Simply present your card image (stored in Igoe Mobile) at over 60,000 participating pharmacies to save up to 75% on generic or brand medications.

Questions?

If you have any questions regarding use of Igoe Mobile or other account features, please contact us directly at 800-633-8818, option 1 or via email at flex@gogioe.com. Personnel are available Monday through Friday from 8am through 5pm, PT. If for some reason, all agents are assisting other callers, we encourage you to simply leave a message. We very promptly return messages, so there is no need to sit on hold.