



The Flex Corp Advantage

Alicia Cannon, Senior Sales Consultant

The Flex Corp Advantage



Who is Flex Corp?

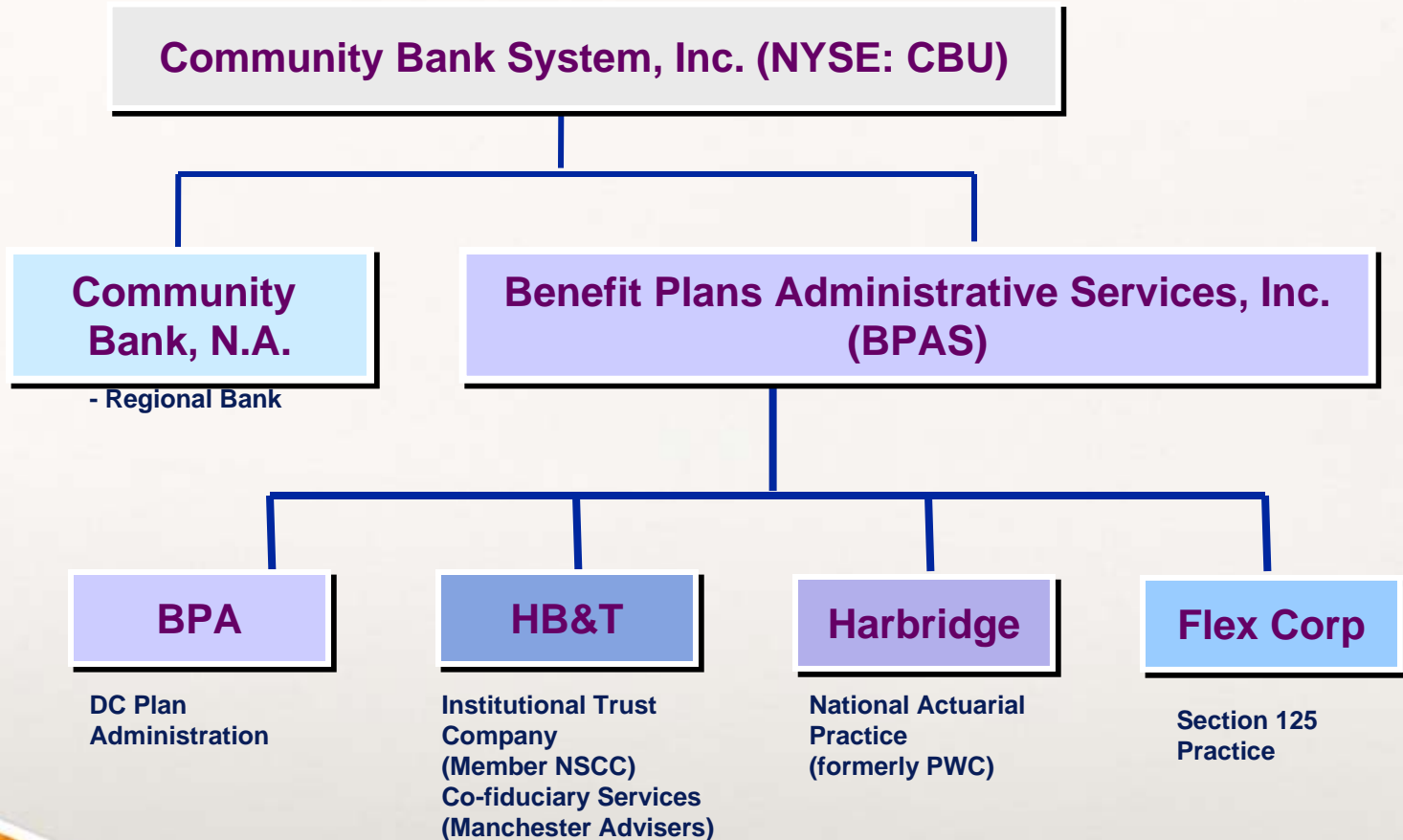
- A wholly owned subsidiary of BPAS
- BPAS is a part of Community Bank System, Inc., a bank holding company publicly traded on the New York Stock Exchange with ticker symbol: CBU
 - premier provider a full range of employee benefit administrative services
- 25 years of experience; servicing over 300 cafeteria plans



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BPAS CORPORATE STRUCTURE





Professional Affiliations

- Employer's Council on Flexible Compensation (ECFC)
- Employee Benefits Institute of American (EBIA)
- Special Interest Group of IIAS Standards (SIGIS)
- Society for Human Resource Management (SHRM)
- National Association of Health Underwriters (NAHU)
- International Foundation –Education, Benefits, Compensation (IFEBC)
- National Association of Professional Employer Organizations (NAPEO)

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Service Partners

Evolution Benefits/Bemas

- **Capabilities**

- 85%-95% AS rate
- Offer all the IRS approved auto-substantiation methods

- **Multi-account Stacking Capabilities**

- Flexible – based on plan sponsors' ordering rule

- **Sales/Marketing Support**

- B2B sales tools
- Enrollment & Cardholder Communications



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The Benny Card



- Eligible expenses deducted from account balance at the point of sale
- Card can be used for balance due:
 - Hospital bills
 - Doctors
 - Dentists
 - Vision providers
- If transaction is auto-substantiated, no further action is necessary
- If transaction is not auto-substantiated, the cardholder will receive a letter verifying the expense



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Plan Highlights

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Products

Health Care
Flexible
Reimbursement
Accounts

Dependent Care
Flexible
Reimbursement
Accounts

Health
Reimbursement
Accounts

Qualified
Transportation
Plans

Premium Only
Plans

Voluntary
Employee
Beneficiary
Associations

HSA's
2012 (2nd Q)

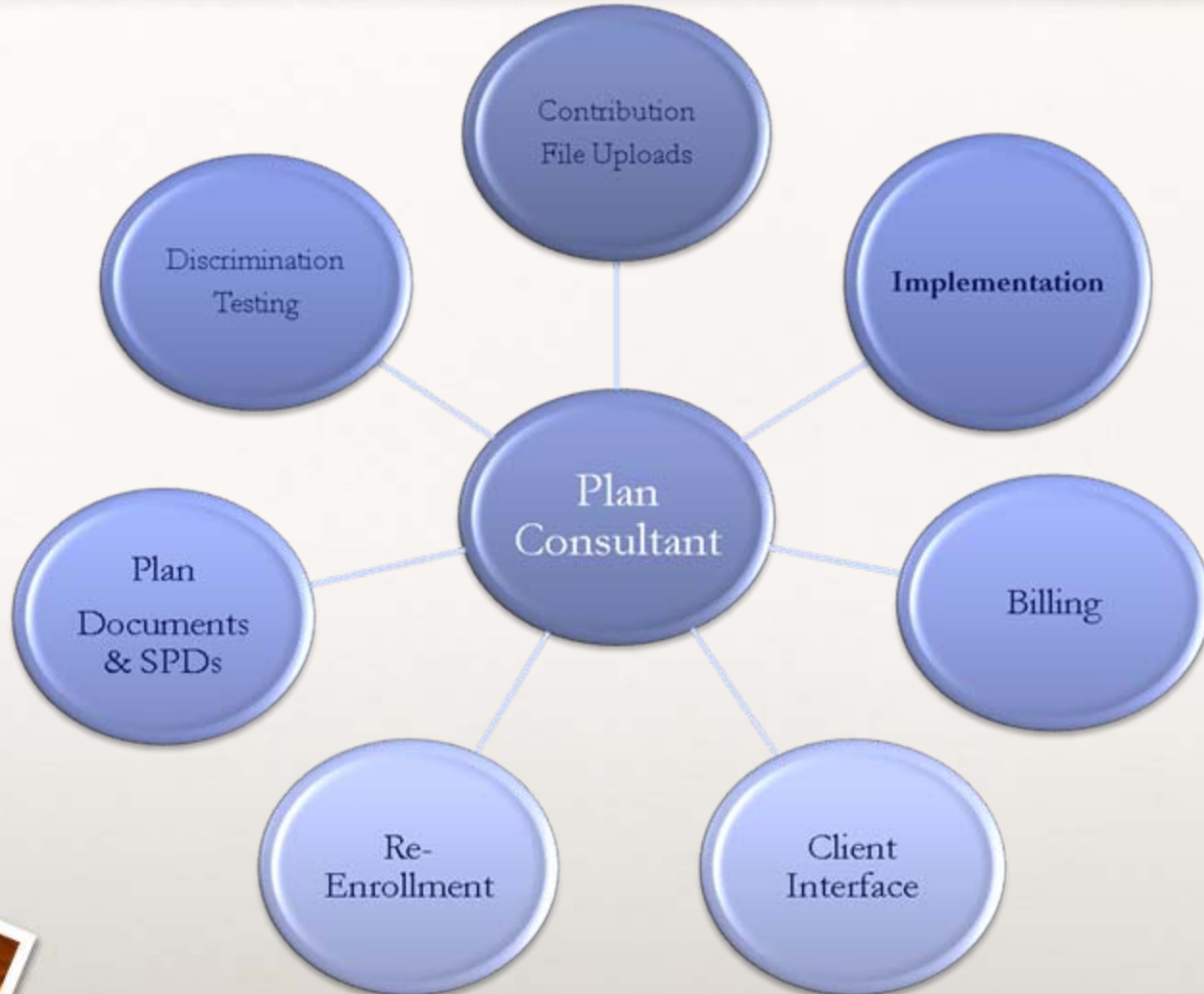
COBRA
Administration
2011 (4th Q)

7/25/2011

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Single Point of Contact



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Plan Highlights

Compliance

- Bi-annual Discrimination Testing
- Plan Documents
- Corporate Internal & External Audits

Reimbursement Options

- Debit Cards
- Direct Deposit
- Check

Plan Sponsor Tools

- On-line Member Maintenance
- On-line Reporting
- Electronic File Uploads

Participant Tools

- On-line Claims Submission
- Web access to important forms, account balance & claims history
- Access to toll free customer service M – F; 7:00 am – 5:30 pm (CST)

On-line Enrollment Support

- Flexible Spending Account Presentation
- Paycheck Calculator

7/25/2011



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Client Perspective

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The 2011 Survey Says:

✓ **Overall Customer Satisfaction**

92%

✓ **Claims Processing Time**

98%

✓ **Members Services Responsiveness**

96%

✓ **Plan Consultant Interface**

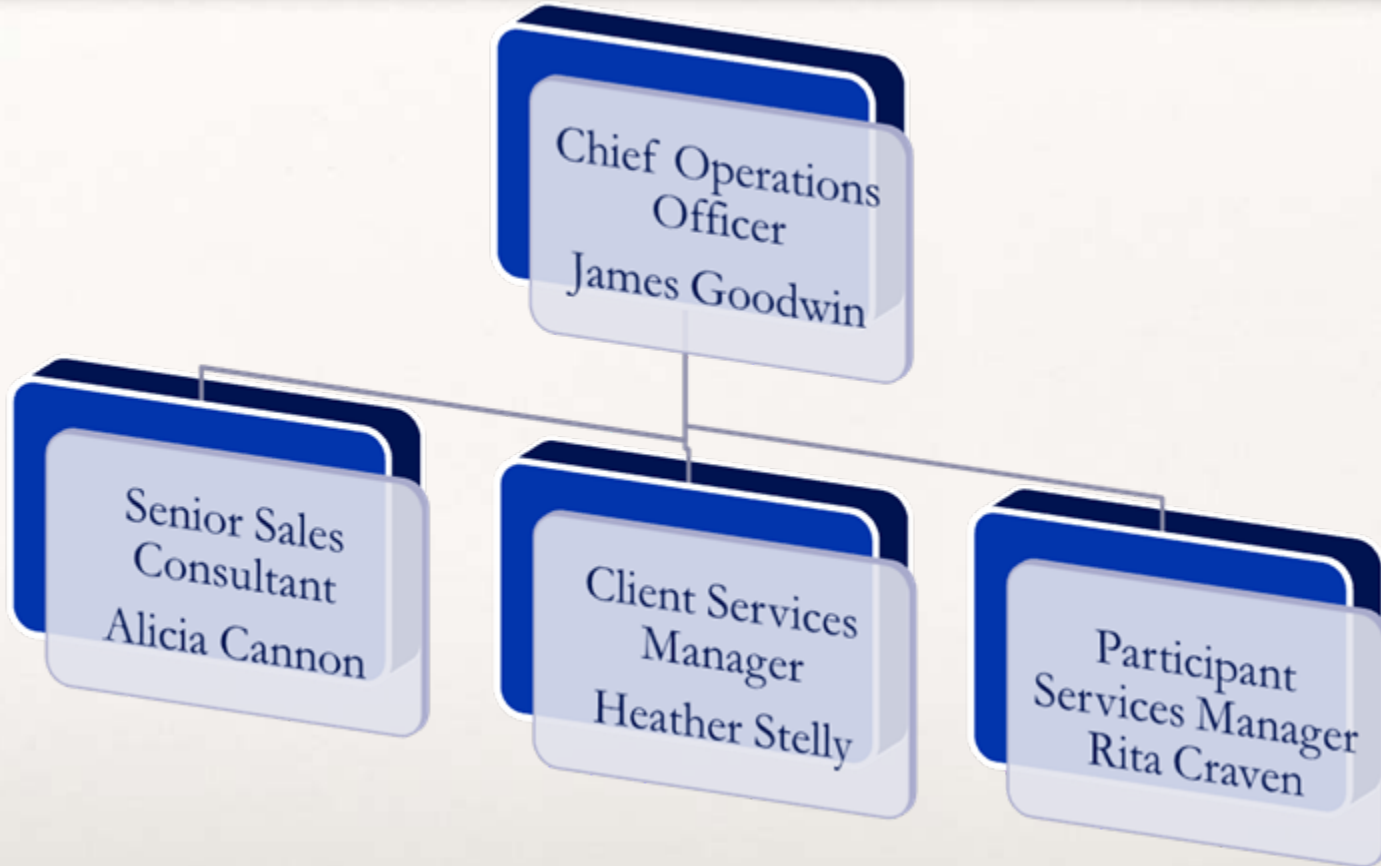
91%

7/25/2011

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Leadership Team



For More Information:



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