

To P&A Group participants:

As many of you know, the coronavirus (COVID-19) is rapidly evolving daily. We are closely monitoring developments from the Centers for Disease Control and Prevention and the World Health Organization and will continue to provide you with timely updates as they occur. P&A Group remains open and ready to serve you.

A Special Note for Dependent Daycare Flexible Spending Accounts

As the need for childcare changes during this time, account usage for Dependent Daycare participants can change. This may present an opportunity for participants to adjust their elections for the Dependent Daycare FSA only.

A Special Note for Parking/Transit Commuter Benefit Accounts

As the need for parking & commuter benefits change during this time, account usage for parking & commuter participants can change. This may present an opportunity for participants to adjust or suspend their parking & commuter benefit account elections.

While we work together to adjust to a new normal during this outbreak, please review the below tips to conveniently and safely manage your plan. Help practice social distancing with these practices!

Direct Deposit

Get your reimbursements directly deposited into your preferred checking or savings account. Simply log into your P&A account through our mobile app or online through your mobile device, computer or tablet. Under the main menu or quick links, click "Direct Deposit" and complete the requested info. Using direct deposit means you'll get your reimbursement sooner and it eliminates a trip to your bank – a win win!

Securely Upload Claims

Are you working remotely and don't have access to a fax machine? Or, maybe you are limiting your trips to the mailbox? With P&A's upload claims options, you can submit reimbursement of your FSA expenses anytime, anywhere. Log into your P&A account and go to upload claim/documentation to submit claims and requests for documentation.

Download P&A's Mobile App

Get quick, instant access to your FSA plan with our mobile app – now available in the [App Store](#) or [Google Play](#). With our app you can:

- Upload claims
- Sign up for direct deposit
- Check your account balance
- Request additional Benefit Cards



Customer Service

We will continue to provide extended customer service hours. If you have any questions or need assistance with your account, our agents will continue to be available Monday – Friday, 8:30 am – 10:00 pm at (800) 688-2611 or through [online web chat](#).

Please stay safe and know that we are all in this together. We will continue to support you as best as we can during this outbreak.

Thank you,
P&A Group