

# THE KEY TO REIMBURSEMENT

**Claims for out-of-pocket expenses can be filed online, via mail or by fax.**

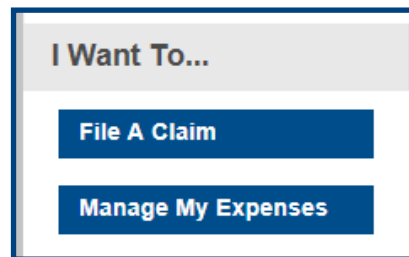
**Note:** Don't file a claim if you have already used your Flexible Spending Account debit card. This could result in duplicate claims.



Online

**Step 1:** Log in to your online account at <http://accounts.mercermarketplace.com>.

**Step 2:** Select "File A Claim" in the "I Want To" section.



**Step 3:** Enter your claim information by selecting the appropriate options from the drop-down menus. (**Note:** A receipt must be uploaded to file a claim. Also, when submitting a claim, you have the option to send payment to yourself or someone else. If you choose "Someone Else," a paper check will be mailed to the designated payee. Please allow 10-14 business days for mailing time in addition to the two business days of claim processing time.)

**Step 4:** Select Add Claim, agree to the Terms and Conditions and select "Submit."

**Step 5:** You will receive a confirmation that your claim was submitted. It will be processed within two business days. If further documentation is needed, you will be notified via email if you have an email address on file or via mail if you do not.