



# PARTICIPANT FREQUENTLY ASKED QUESTIONS

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## Transition

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### 1. What is Universal Benefit Account?

Universal Benefit Account is the smart, easy and connected way to manage benefits. There's only one website, one mobile app and one card. Universal Benefit Account® is a fresh, modern approach to employee benefits—because after all, benefits should *feel* like benefits®!

### 2. What does this mean to me?

This means if you elect to participate for 2022 or are enrolled for 2021 in either FSA Benefits and/or Commuter Accounts and have a balance, your new account and 2021 balance will transition to TASC as of January 1, 2022.

### 3. What does it mean that my account will go into black-out?

There will be a brief period after the start of 2022 during which you will not be able to access your 2021 account (to receive reimbursement of 2021 expenses) on either the prior Progressive Benefit Solutions (PBS) platform or the new Universal Benefit Account platform until the transition is complete.

### 4. When will my account go into black-out with Progressive Benefit Solutions?

Your account will go into blackout on December 31, 2021 at midnight.

### 5. When will my account be available to the new website?

Your 2021 account will go live on or before January 31, 2022. Effective January 1, 2022, your 2022 election will be available. This means you can use your TASC Debit card or submit eligible 2022 expenses at this time.

### 6. Who can I call if I have questions about how the new platform is going to work or other questions?

You can call 888-698-1429. Please note that representatives may not be able to provide details specific to your personal account until the plan is active.

### 7. How long do I have to submit my claims to Progressive Benefit Solutions?

All claims should be submitted to Progressive Benefit Solutions for processing by December 31, 2021; otherwise please hold and submit your claims for 2021 expenses via your new Universal Benefit Account once your account is active.

### 8. How will I know that my new account is active?

After you have completed your 2022 enrollment, you will receive a Benefit Election Notice via email. Your new benefit will be active January 1, 2022. Refer to Q5 for additional information. You will also receive your TASC debit card before the beginning of 2022.



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### 9. What should I expect with TASC?

You will be able to use Universal Benefit Account for all of your FSA benefits and Commuter accounts in one place. The web experience features important account information upfront. Cttasc.com Most frequently performed tasks can be performed on the homepage and are intuitive to use, making managing your benefits quick and easy. Plus, the new mobile app [TASC Universal Benefit Account} makes account management easy wherever you go.

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## TASC CARD

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### 10. When will I receive my new TASC Card?

After you have completed your 2022 elections, you will receive a new TASC Card in the mail prior to January 1, 2022. If you are enrolling outside of open enrollment a TASC Card will be automatically issued to you within 10-14 business days. Please watch for your card to arrive in a plain white envelope to the address listed in your account profile.

### 11. Do I need to activate my new TASC Card?

Once the plan is active on January 1st, your card will be ready! It will be activated on the first swipe of an eligible expense.

### 12. Can I get a TASC Card for my spouse and/or dependents?

Yes, you can request a TASC Card for your spouse and/or dependents from your account via the website or mobile app.

### 13. What if I misplace my card?

You can put a temporary lock on your TASC Card. When you find your card, you can unlock it with the click of a button—all from the website or mobile app.

### 14. What if my card is lost or stolen?

Please sign-in to your account to report it lost/stolen. Your card will be immediately deactivated and a new card issued.

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## SIGN IN

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### 16. How do I sign-in to my new account?

Sign in at [cttasc.com](http://cttasc.com). Once here, select Login, enter the email address you used to enroll as your user name and enter your password. If you are new to Universal Benefit Account, under where it says “First time here?” click on the “Sign up” to establish access to your new account. There is a video on this landing page you can watch or a link to download instructions.

### 17. What internet browser should I use?

Chrome is the supported and recommended browser.

## ACCOUNT MANAGEMENT

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### 18. How do I view my benefit accounts?

All your benefit accounts are listed in your account overview. Click View All to see total contributions and expenditures across all accounts.

### 19. How do I view my account balances?

You can view your balances anytime from your account overview page or benefit accounts page or using the TASC mobile app.

### 20. How do I submit a reimbursement request?

You can conveniently submit a reimbursement request from your online account or the TASC mobile app. To eliminate the need to submit reimbursement requests, use your TASC Card to pay for eligible expenses at the point of purchase.

### 21. How do I get the TASC mobile app?

Download the free TASC mobile app from the [App Store](#) or [Google Play](#). Search for “TASC app” and click the green TASC logo.

### 22. I forgot to use my TASC Card to pay for an eligible expense and submitted a reimbursement request. How and when will I get reimbursed?

Once your claim is approved, your reimbursement funds will be deposited in your “MyCash” account. You can use your MyCash funds by 1) swiping your TASC Card at merchants that accept Mastercard, 2) withdraw your funds at an ATM using the TASC Card (and a PIN) or 3) transfer the funds to a personal bank account from your TASC account.

### 23. I received a notification that I must submit verification for a transaction. How do I submit verification?



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From your mobile or online account, click the green Attach Verification button next to the transaction to upload a receipt. Verification must include (1) provider/merchant name, (2) date of service, (3) description, and (4) amount.

### **24. How do I set up direct deposit?**

To schedule a balance transfer, sign-in to your account and follow the steps on the Overview page under MyCash balance ( upper right corner).

### **25. Where can I find the paper request for reimbursement form?**

A paper request for reimbursement form can be obtained by submitting a support request (from your account, click "Contact Us"), or by calling Customer Care. Otherwise, please submit your requests through our easy-to-use website or mobile app.

### **26. Where can I find my past transaction detail with Progressive Benefit Solutions?**

Past transactions with Progressive Benefit Solutions will not be carried to the upgraded website. Please log into your PBS account and download a claims history by **December 31, 2021**. You will not have access to that data after that date.

### **27. How do I pay bills online?**

From your online account, click "Pay a Provider" or from your mobile app, click "Picture to Pay". Provide the requested information and click "submit". TASC will pay your service provider from your benefit account.