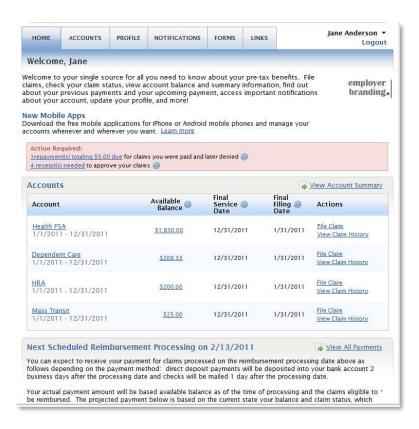


Consumer Portal QuickStart Guide

Welcome to the Loomis Company Benefit Accounts Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your Health Reimburse Account (HRA). It enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of three ways to navigate this site: 1) work from sections within the Home Page, 2) hover over the six tabs at top of Home Page to see drop-down menus, or 3) follow links at the bottom of each page.



HOW DO I LOG ON TO HOME PAGE?

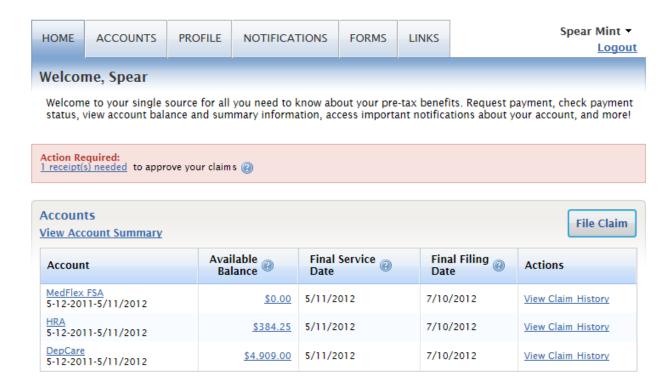
- 1. Go to https://loomisco.lh1ondemand.com
- 2. Login information: is the first letter of the first name (lower case) birth date in DDMMYY format (**DAYDAYMONTHMONTHYEARYEAR**) and the last 4 digits of the social.
- 3. Password: is the first initial of first name (lower case) and the last 4 digits of the social.
- 4. Click Login.

The **Home Page** is easy to navigate:

- The top section shows messages from your employer and links to employee information.
- The Action Required section displays alerts and relevant links that enable you to keep current on your accounts.
- The Accounts section has links to account balances and activity details. On the far right, View Account
 Summary links to the Account Summary page, where you can see and manage your accounts.
- The **Next Scheduled Reimbursement** section details when and how much you are projected to receive from any/all plans in which you are enrolled. (optional)

You can also hover over the tabs at top or use links at the bottom of the page.

HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?



- 1. On the Home Page, under the Accounts tab, click File Claim on the drop-down menu. .
- 2. **OR** on the Home **Page**, in the **Accounts** section, click **File Claim** link.
- 3. Enter your claim information, and upload the receipt, on the form that appears and click **Add Claim**. The claim is then added to the **Claims Basket**.
- 4. For submitting more than one claim, click **Add Another Claim**, select the Account Type and complete the form and click **Add Claim**.
- 5. When all claims are entered in the **Claims Basket**, click **Submit** to send the claims for processing.

6. The Claim Confirmation page displays. Print the Claim Confirmation Form as a record of your submission. If you did not upload a receipt, print another Claim Confirmation Form to submit to the administrator, attaching the required receipts. OR if a receipt is required, you will see the Upload Receipt link. Click on it and the Receipts Needed screen displays.



- 7. For each claim that requires a receipt, click **Upload Receipt** on the far right and follow instructions. (Your receipt must be in .doc, pdf, bmp, or gif format.)
- 8. The Receipt Uploaded confirmation appears: "Your receipt has been uploaded. You may upload additional receipts if needed until the claim is approved."
- 9. After uploading, you may also click View Confirmation and print the form for your records.

NOTE: If you see a **Receipts Needed** link in the **Action Required** section of your Home Page, click on it. A listing of any **Claims Requiring Receipts** will appear.

HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

- 1. For current Account Balance only, on the **Home Page**, in the **Accounts** section, see the **Available Balance** column next to the applicable account.
- For an Account Summary of your account(s) that includes your current Account Balance(s), on the Home
 Page, on the top right hand in the Accounts section, click on the View Account Summary link.

 OR under the Accounts tab, click Account Summary on the drop-down menu.
- 3. For all Account Activity, on the **Home Page**, click on the **Available Balance Amount** link for the plan [if enabled by your employer]. The Account Activity screen will appear. Click **View** for each account listed in the drop-down menu.

HOW DO I VIEW MY CLAIMS HISTORY?

- 1. On the **Home Page**, in the **Accounts** section, click **View Claim History** next to the applicable account.
- 2. **OR** on the **Home Page**, under the **Accounts** tab, click **File Claim** on the drop-down menu. Then click **View History** on the far right on the File Claim screen.
- 3. **OR** on the **Home Page**, in the **Accounts** section, click **View Account Summary** on the far right. Then click on the dollar amount in the **Submitted Claims** column next to the applicable amount.

HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

- 1. On the Home Page, under the Accounts tab, click Payment History on the drop-down menu.
- 2. You will see reimbursement payments made to date, including debit card transactions.
- 3. Click View Detail on the far right to see claim details.

HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. On the Home Page, under the Profile tab, click Debit Cards on the drop-down menu.

2. Under the Actions column on the Debit Cards form, click **Report Lost/Stolen** or **Order Replacement** and follow instructions.

HOW DO I UPDATE MY PERSONAL PROFILE? (if enabled by the partner)

- 1. On the **Home Page**, under the **Profile** tab, click your choice on the drop-down menu: **Profile Summary** or **Bank Accounts**.
- 2. Click any link on the Profile screen: **Update Profile** or **Add/Update Dependent** or **Update Bank Account.** Some profile changes will require you to answer an additional security question.
- 3. Complete your changes in the form.
- 4. Click Submit.

HOW DO I GET MY REIMBURSEMENT MONEY FASTER?

The fastest way to get your money is to sign up online for direct deposit to your personal checking account. Before you begin, make sure that your employer is offering direct deposit setup online.

- 1. On the Home Page, under the Accounts tab, click Change Payment Method on the drop-down menu.
- 2. Select **Direct Deposit** and click **Change Payment Method**. The **Add Bank Account: Direct Deposit Setup** page displays.
- 3. Enter your bank account information, and click **Submit**.
- 4. The **Payment Method Changed** confirmation displays.

HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

- 1. On the Home Page, under the Profile tab, click Login Information on the drop-down menu.
- 2. Follow instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)
- 3. Click Save.

HOW DO I VIEW OR ACCESS...

...FORMS?

- 1. On the **Home Page**, use the **Forms** tab.
- 2. Click any form of your choice.

...NOTIFICATIONS?

- 1. On the Home Page, under the Notifications tab, click Notification History on the drop-down menu.
- 2. Click any link of your choice. Receipt Reminders, Account Statements, Advice of Deposits, Denial Letters, or Denial Letters with Repayments are a few options.

...PLAN INFORMATION?

- 1. On the Home Page, under the Accounts tab, click Account Summary on the drop-down menu.
- Click the applicable account in the first column on the left and the Plan Rules open in another browser
 <u>OR</u> on the Home Page, under the Accounts tab, click Plan Descriptions on the drop-down menu for
 basic information. Then click each applicable plan to see the Plan Detail screen.