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| **SUBJECT: Important News About Your BASIC Benefit Account** |

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| |  | | --- | | Dear Valued Participant,    We’re excited for you to experience the new Consumer Driven Accounts system very soon!  This will forever change how you manage your benefit accounts and we can’t wait to share the new system with you.  The process of upgrading you to the new Consumer Driven Accounts system will start on September 23rd.  **Please Note**:   * Access to the website and the mobile app will be on hold until the upgrade is complete. * The update process should be complete within 7-10 days after your account is placed on hold. * You will receive your new BASIC Card soon – watch your mail! * When you receive the Consumer Driven Accounts welcome email, you can begin using your BASIC Card, the website, and our mobile app.   As we mentioned in our last communication, this upgrade will include our new BASIC Card with MyCash. In addition, the new BASIC Benefits app will make managing your accounts easier than ever from your phone!  Important addition to your new BASIC Card:   * **MyCash** is an individual cash account that securely holds your reimbursement funds until you spend or move them. Once you submit a request for reimbursement via the new BASIC benefits app or online, approved reimbursements are deposited directly into your MyCash account, which is faster than direct deposit! BASIC will process reimbursement requests daily.   We look forward to upgrading you to the new experience and please contact us with any questions or concerns.    Sincerely,  Your BASIC CDA Team | |