



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

Dear BASIC Participant,

When it comes to benefits, you want them to work the same way every time, without any unwanted surprises. You want one website, one mobile app, and one card to keep track of all your accounts. Thankfully, BASIC's new Consumer Driven Accounts system will deliver exactly that! With your upgraded benefit system, you will enjoy the same functionality regardless of whether you are on your desktop, mobile phone, or calling BASIC.

The process of upgrading you to the new Consumer Driven Accounts system has started.

**Please Note:**

- Your BASIC Card and your account are on hold effective immediately.
- Access to the website and the mobile app will be on hold until the upgrade is complete. Please hold on to your claims until the upgrade process is complete.
- The upgrade process should be complete within 7-10 days.
- You will receive your new BASIC Card in the next few weeks – watch your mail for a white envelope from BASIC!
- When you receive the Consumer Driven Accounts welcome email, you can begin using your BASIC Card, the website, and our mobile app.

This upgrade will include our new, better-than-ever BASIC Card - the fastest and most efficient way to pay for eligible benefit account expenses! Additionally, the new BASIC benefits app will make managing your accounts easier than ever from your phone!

Features of your new BASIC Card:

- **BASIC Card Lock** lets you lock and unlock a misplaced BASIC Card with a single click.
- **MyCash** deposits reimbursements paid without the BASIC Card right into your MyCash account. Use these funds for any purchase!

We look forward to upgrading you to your new and improved benefit system.

Sincerely,  
Your BASIC CDA Team



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