

# IMPORTANT INFORMATION

## *New and Improved Way to Manage Your SHPS Spending Account!*

As part of their continued efforts to help you manage your spending account, SHPS will be introducing a NEW website and IMPROVED account communications.

## NEW WEBSITE (EFFECTIVE FEBRUARY 8, 2011)

Managing your account online is now easier than ever before. Your new website features:

- A new website address: <https://myspendingaccount.shps.com>
- User-friendly appearance and easy navigation.
- Account summary and account balance at your fingertips. You will easily see how much you elected, how much has been paid, what's pending and how much is available.
- Claim status alerts and notifications with important information about your account.
- Detailed, easy-to-understand information about every claim and every reimbursement.
- The ability to quickly search for all current and past claims, payments, contributions and validation return requests.
- Access to all communications and forms.

**NOTE: When you log on to the site, you will need to re-register with a new user name and password.**

## IMPROVED COMMUNICATIONS

- E-mail notifications: if you have provided an e-mail address, SHPS will send an e-mail when they receive a claim, validation form, or when you use your spending account card to let you know if you need to take further action to validate your transaction.
- Account Statement: Your quarterly account statement now highlights important account information.
- Card Swipe Validation Request: This form now has fewer pages and is easier to understand. You will only need to validate the individual card swipes printed on the request.

**If you have questions, call 1-800-964-6165.**

SHPS hopes you enjoy these enhancements to your spending account program and they look forward to providing the outstanding service you expect!