

Fidelity HealthSM

What's new with Fidelity Flexible Spending and Reimbursement Accounts Services (July 2023)



Scheduled outage for Flexible Spending and Reimbursement Account Services: August 19th-August 20th

The Fidelity Flexible Spending and Reimbursement Accounts Services on NetBenefits[®], the NetBenefits[®] Mobile App, and the Fidelity Health[®] App will not be accessible from Saturday, August 19th at 7:00 AM EST through Sunday, August 20th at 5:00 AM EST due to scheduled maintenance. Other areas of NetBenefits[®], the NetBenefits[®] Mobile App, and the Fidelity Health[®] App will not be impacted by this scheduled outage and participants's NetBenefits AccessCard[®] will still be available for use.

Fidelity will be posting a message on the Fidelity Flexible Spending and Reimbursement Accounts Summary Page informing participants of the outage beginning on July 15, 2023, allowing them time to prepare. If you would like to send additional communications, we have attached a sample letter that can be utilized.

We apologize for any inconvenience this outage may cause. Please reach out to your Flexible Spending and Reimbursement Accounts Manager if you have any questions about the outage.



Questions?

Plan sponsors can contact Fidelity Flexible Spending and Reimbursement Accounts Solutions for assistance at FidelityFSAandRA@fmr.com or contact your assigned Reimbursement Accounts Manager directly.

Participants can contact a Participant Services Associate for assistance at 833-299-5089.



For plan sponsor use only.

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