



New Customer Portal

We have implemented a new customer portal on our website. This portal puts all the most used and vital information in one place. It also allows flexible spending participants to create their own unique login and password. Once logged in, they will be able to check their flexible spending balance, submit a secure request for reimbursement or validate a SABC FlexCard purchase, receive messages or make their annual plan year elections (for those using our online enrollment), all in one spot. In the near future, participants will be able to review their previously submitted claims and documentation.

To login to the new portal, participants will use their old login and password. They will then be prompted to create a new login and password for future use.

Mobile App Update for Apple phones

As we reported earlier, Apple has gone through several upgrades that have created ongoing issues with our app. When Apple makes a change to their software, it affects the communication with the software used to support/create the apps. This requires the software companies to rewrite their software to comply with the upgrade. The programmers must then update the app with the new software and changes and send it to Apple for approval. Once approved, the app is back in the market place and update notices are automatically sent to those that currently have the app.

Our app is currently in the approval stage. Unfortunately, because there have been several changes over the last few months, the approval process is taking much longer than normal. We thank you for your patience as we go through this process. We are hoping to have everything approved and updated within the next week or two.