



PARTICIPANT FREQUENTLY ASKED QUESTIONS

UPGRADE

Q: When will my account be upgraded to the new website?

A: Dates will be communicated via email. Please make sure your email is up-to-date in your account profile.

Q: What should I expect in the new experience?

A: You will find a fresh new look with important account information upfront. Most frequently performed tasks are located on the homepage and intuitive to use, making managing your benefits quick and easy.

TASC CARD

Q: When will I receive my new TASC Card?

A: Your TASC Card will be automatically issued. Please watch for it to arrive in a plain white envelope to the address listed in your account profile. You may receive email alerts regarding your TASC Card. Please make sure your mailing address and email address are up-to-date in your account profile.

Q: Do I need to activate my new TASC Card?

A: No, your new TASC Card comes activated and ready to use. You can use it immediately to pay for eligible expenses.

Q: Can I get a TASC Card for my spouse and/or dependents?

A: Yes, you can request a TASC Card for your spouse and/or dependents from your account.

Q: What if I misplace my card?

A: You can put a temporary lock on your TASC Card. When you find your card, you can unlock your card.

Q: What if my card is lost or stolen?

A: Please sign in to your account to report it lost/stolen. Your card will be immediately deactivated and a new card issued.

SIGN IN

Q: How do I sign in to my new account?

A: If you are a participant, sign in to your account at www.tasconline.com/uba. (If you are a client, please sign in at www.tasconline.com/ubaclient). Use your email address as your username.

Before signing in for the first time, you must sign up for an account. To do so, click the green sign up link (under the Terms and Conditions), then enter your email and create a password.

Q: What internet browser should I use?

A: Chrome is the supported browser.



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ACCOUNT MANAGEMENT

Q: How do I view my benefit accounts?

A: All your benefit accounts are listed in your account overview. Click View All to see total contributions and expenditures.

Q: How do I view my account balances?

A: You can view your balances anytime from your account or the TASC mobile app (available in April).

Q: How do I submit a reimbursement request?

A: You can conveniently submit a reimbursement request from your account or the TASC mobile app (available in April). To eliminate the need to submit reimbursement requests, use your TASC Card to pay for eligible expenses at the point of purchase.

Q: How do I get the TASC mobile app?

A: Download the free TASC mobile app (available in April) from the App Store or Google Play.

Q: I forgot to use my TASC Card to pay for an eligible expense and submitted a reimbursement request. How and when will I get reimbursed?

A: Your reimbursement funds are deposited in your MyCash account—requests under \$50 are deposited within the hour and amounts over \$50 are usually available within 24 hours. Access your MyCash funds by swiping your TASC Card at merchants that accept Mastercard, withdraw at an ATM using the TASC Card (and a PIN), transfer to a personal bank account from your TASC account, or donate to a favorite charity from your individual giving account (available April 1).

Q: I received a notification that I must submit verification for a transaction. How do I submit verification?

A: From your account, click the green Receipt Required button next to the transaction to upload a receipt.

Q: How do I set up direct deposit?

A: If you had direct deposit set up in your MyTASC account, it will be carried forward to your new account.

FEEDBACK

Q: Where can I submit feedback regarding my experience with TASC and the upgrade to the new website?

A: To provide feedback, click the green megaphone icon in the lower right corner of your account. We'd love to hear from you!