

COMMUTER BENEFITS USER GUIDE 2025-26



Welcome to The Harrison Group!

We're so happy to help you with your
COMMUTER BENEFITS.

This guide will explain how you can log in to see your account activity, as well as information on how to utilize your Commuter Benefits.

Additional resources may be found on our website at:

www.theharrisingrouponline.com

Managing your accounts has never been easier!

LOGGING IN TO YOUR PARTICIPANT WEB PORTAL

- Open your browser and search **www.theharrisingrouponline.com**
- Select "I am a Participant" on the main page
- Go to "Participant Log In"
- Enter your User ID and Password

Your USER ID is the first letter of your first name, your last name, then the last four digits of your Social Security Number.

Your PASSWORD is the last four digits of your Social Security Number.



Upon logging in, you'll be prompted to create a new password. The password must have at least 6 characters including: 1 uppercase letter, 1 lowercase letter, and 1 number.

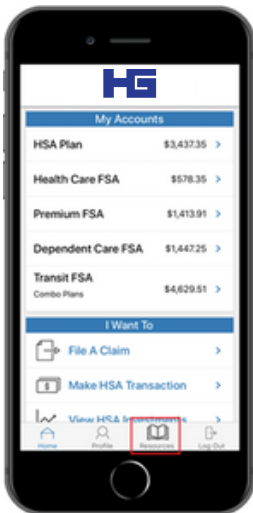
When you log in, you'll have access to several features including:

- ✓ account balance information
- ✓ reimbursement requests
- ✓ securely upload claim documentation

Save time and hassle with an easy to use convenient Mobile App.

MOBILE APP

- Open the App Store  or Google Play  on your mobile device.
- Search “**Harrison Group FSA HRA HSA**”.
- Download the free Harrison Group app and open it.
- Enter your login information (refer to page 3).



- ✓ check your account balance(s)
- ✓ upload receipts and file a claims



unique to you



tested & trusted



easy navigation



user feedback

Quickly and conveniently access your funds and pay for eligible expenses with just one card.

HG ADVANTAGE CARD

How do I get a card?

We'll automatically mail you two cards to the address listed in your account the first time you enroll. Both cards will reflect the employee's name. Activate your cards by calling the toll free number on the sticker. Your spouse may sign their name on the back of the second card and present it with their ID to use it.

Additional cards?

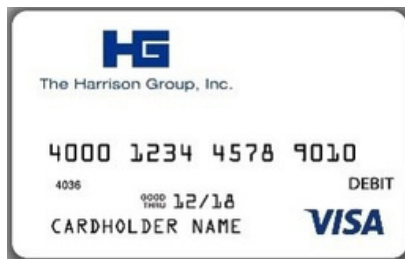
You may request additional debit cards for your spouse or dependents on your online portal under "Accounts", then "Banking/Cards."

Lost or stolen cards?

If your debit card is lost or stolen, use your online portal or mobile app to report it under "Accounts", then "Banking/Cards." Replacement cards are free of charge.

Expiring debit card?

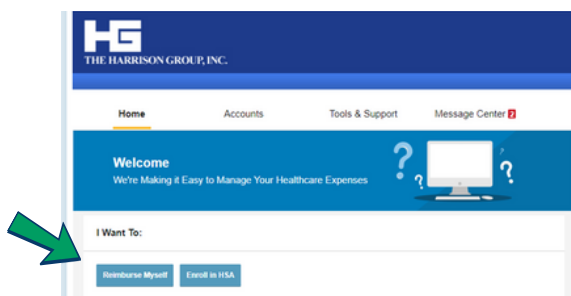
We will automatically mail you a new debit card 30 or more days prior to your expiration date.



If you do not utilize your HG Advantage Card, you can submit a claim form in order to be reimbursed.

CLAIM FORM SUBMISSION

You can process an
ELECTRONIC CLAIM SUBMISSION via
your Online Portal or Mobile App



- Log in to your Online Portal (or) Mobile App.
- Click the button “Reimburse Myself”.
- Follow the screen prompts to submit claim information and a copy of the receipt.

The screenshot shows the mobile app interface for submitting a new claim. The screen is titled 'New Claim' and 'Claim Details'. It contains several input fields: 'Start Date of Service*' (Please select), 'End Date of Service' (Please select), 'Amount*' (text input), 'Provider*' (text input), 'Category & Type*' (Please select), and 'Description' (text input). There is also a 'Recipient*' field with a 'Sample Test' link. A message states 'You must have a valid receipt to file a claim'. Below the form is a 'Receipts' section with an 'Upload Receipt' button featuring a camera icon. The bottom navigation bar includes links for Home, Profile, FSA Store, and Log Out.

PAPER CLAIM FORM SUBMISSION

- Complete a claim form with specific information about the expense including date of service/expense, amount, and description.
- Email, fax, mail, or electronically upload your claim form with the receipt.
- Claims processed regularly.
- Reimbursements made via direct deposit or check via US mail.
- Claim forms may be downloaded here.



Universal Claim Reimbursement Form

Today's Date: _____ Plan year beginning for: 20____ Number of pages: _____

☐ New Claim ☐ Resubmission of claim ☐ Response to claim denial

| | |
|-----------------------------------|-------------------------------------|
| Employer Name (Do not abbreviate) | |
| Employee Full Name | Social Security No. (last 4 digits) |
| Employee Mailing Address | City/State/Zip |
| Email Address | Mobile Phone |

☐ Check here if change of information above.

Reimbursement Request from Account:

____ Healthcare Flexible Spending Account ____ Limited Purpose Flexible Spending Account
____ Dependent Daycare Flexible Spending Account ____ Mass Transit Commuter Benefits Account
____ Health Reimbursement Account (HRA) ____ Parking Commuter Benefits Account

Please use a separate form when requesting reimbursement from different accounts.

| Name of Person Who Incurred Expense | Amount Requested | Date(s) of Service | Type of Service |
|-------------------------------------|------------------|--------------------|-----------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Amount Requested: | \$ 0.00 | | |

I certify that the expenses being submitted were incurred while covered under the Company's pre-taxable benefit accounts and have not been reimbursed by any other source. If the claim is not valid, I recognize that I will be required to repay any expense amounts that are incorrectly reimbursed. I also recognize that I cannot claim these expenses on my personal income tax return.

Employee Signature _____ Date _____

Send completed reimbursement form and attach Explanation of Benefits (EOB) and/or receipts to:

THE HARRISON GROUP, INC.
3 Raymond Drive, Suite 201 | Haverhill, MA 01830
Fax 610-853-8079 | Email gen.co@theharrisongrouponline.com

The fastest way to get your money when submitting a manual claim is to sign up online for direct deposit.

SETTING UP DIRECT DEPOSIT

- Log in to your [Participant Portal](#).
- From the Home Page, under the “Accounts” tab, click “Banking/Cards.”
- Enter your bank account information and click Submit.
- The “Payment Method Changed” confirmation displays.
- In some cases, you will be notified on the portal to look for a small transaction or “micro-deposit” in your designated bank account in the next couple of days to enter online, which will validate your account.
- Once received, log back into the Participant Portal to validate your bank account.

The screenshot displays the 'Banking / Add Bank Account' form within the The Harrison Group, Inc. Participant Portal. The form is divided into two main sections: 'Bank Account Information' and 'Bank Institution Information'. The 'Bank Account Information' section includes fields for Routing Number, Account Number, Confirm Account Number, Account Type (set to 'Checking'), and Account Nickname. The 'Bank Institution Information' section includes fields for Bank Name, Bank Address, and a 'Select a state...' dropdown menu. At the bottom of the form, there are 'Cancel' and 'Submit' buttons. A small disclaimer at the bottom of the page states: 'We collect information about you only if you opt-in for example. You may opt-out at any time. See our privacy policy for more information. For more information about our privacy practices, visit www.harrisongroup.com/privacy-policy'.

QUESTIONS?

Our account managers are available to answer any questions you may have throughout the year. We strive to deliver flawless customer service to make your life easier. Whether you utilize our website, participant portal, mobile app, or call and email us, we will answer your questions promptly and with our best customer care.

CONTACT US

610.853.9075 Phone

855.222.5727 Toll Free

Email: service@theharrisingrouponline.com

Web: www.theharrisingrouponline.com



THE HARRISON GROUP, INC.