



As of September 5, 2017,

Flex Compensation, Inc. (FCI) has been acquired and is now a part of the ThrivePass family.

The exceptional service that you already receive from FCI will continue, and you will have the opportunity to see some new and exciting benefits available through the ThrivePass Benefits Suite. Below are some general questions and answers regarding this transition.

- **Who is ThrivePass, and how is the acquisition beneficial to you as our client?**

- ThrivePass is a Denver-based company that focuses solely on Employee Benefits. Their strong concentration on technology and commitment to excellent customer service leads to high employee engagement. The Company has created a Holistic Benefits Suite with innovative product offerings (See Page 3 for a Benefits Suite visual). As a result, FCI's clients have access to some exciting services that we did not previously offer, and you can potentially benefit from lower cost through bundled services.

- **How does the overall relationship change?**

- It really does not. *The sale will not affect FCI's current operations, management or employees.* You will continue to receive local Customer Service and Account Management support – *your existing contacts with FCI will not change.* FCI has always prided itself on excellent customer service and client relationships, and we will continue that level of service at ThrivePass. You will receive the same personalized service, now with access to a broader scope of products.

- **How does this affect current processes and procedures (e.g. open enrollment, file exchanges, reporting, and invoicing)?**

- Current processes and procedures will remain the same, and as in the past, we will proactively communicate to you when any change occurs. We also see this as an opportunity to hear from you if we can improve existing processes.
- Existing service contracts will remain in place, and there will be no fee changes for 2018.

- **What's next?**

- As we work through this transition, we'd love to set up a call or meeting to get your feedback on current programs and introduce you to members of the ThrivePass team and the Benefits Suite!

- **Who do I contact for further questions?**

- For general inquiries, contact Shannon Mealy-McCarthy:
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 - 952-541-6333

ThrivePass Benefits Suite

