



First Name Last Name
Address 1
Address 2
City, State Zip

June 20, 2017

New Flexible Spending Account (FSA) Plan Administrator July 1, 2017

Dear First Name:

As you were previously notified at the end of May, American Greetings is transforming associate benefits technology and service. As part of our associate benefits service transformation, our FSA administrator is changing to Discovery Benefits effective July 1, 2017.

What does this mean to you?

Effective June 30th ADP will stop processing all FSA claims, including transactions processed through your FSA debit card (which you can no longer use as of that date). Your existing account will automatically be reconciled and transferred to Discovery Benefits. Our new FSA administrator, Discovery Benefits, will begin processing claims the week of July 17th, for services rendered January 1, 2017 or later that have not been previously submitted and paid. Your new FSA debit card will be issued to you in July.

In July you will also receive a welcome communication from Discovery Benefits with more information. Additional information is available on AGBenefits.com under Medical/Rx/Dental/Vision, Flexible Spending Accounts (FSA) and in the Summary Plan Description.

We are here to help

Discovery Benefits and American Greetings understand the importance of being reimbursed in a timely manner and we want to make sure your satisfaction is met. We appreciate your patience and cooperation during this time. If you have any questions prior to July 1, please feel free to contact Shared Services at 1-800-321-3040 ext. 4192 or, after July 1, contact the Discovery Benefits Participant Services Team at 1-866-451-3399 or customerservice@discoverybenefits.com.

Sincerely,
Shared Services
Enclosure: Out-of-Pocket Reimbursement Request Form

we make the world a more
thoughtful & caring place
every. single. day.

One American Boulevard
Cleveland, OH 44145-8151
216.252.7300