

FSA, HSA, HRA AND OTHER REIMBURSEMENT PLAN ADMINISTRATION

If you or your participants are experiencing service issues that cost you time, money, and damage employee relations, we can help. Let TRI-AD handle your reimbursement plans correctly so they make a positive impact in your employees' lives!



Trust TRI-AD With All Your Reimbursement Plans

TRI-AD delivers consistent, reliable, high-quality reimbursement account administration for:

- Flexible Spending Accounts (FSAs), both full-scope and limited-purpose, with or without a debit card feature
- Health Savings Accounts (HSAs) and Health Reimbursement Accounts (HRAs)
- Special-Purpose and "Lifestyle" accounts
- Retiree Medical
- Tuition reimbursement
- Tax-preferred transportation and parking arrangements

Experience the Sound of Silence

Reimbursement accounts should be invisible to you. A well-run plan should "fly under the radar," needing very little of your attention.

Experience what a 98% participant satisfaction rate feels like. Our high accuracy rate and excellent customer service mean delighted participants. What this sounds like in your office is silence.

Join the 96% of our clients who are satisfied. We start with a well-managed implementation and stay on track from there.

Experience True Flexibility

You won't hear us say "we can't do that." You are the client – we are here to serve you. We provide many options for data exchange, banking, reimbursement methods and more.

Experience TRI-AD's Value

Our goal is to have highly-satisfied clients and participants whose reimbursement plans run like clockwork, and to deliver this at a fair price.

We invite you to experience the TRI-AD difference. Just turn this page over to find out more about our features.

The Right Provider Makes the Difference

"TRI-AD's staff has repeatedly proven that they are nimble enough to keep up with our rapidly changing needs, dedicated to delivering high-quality work, and genuinely committed to delivering friendly, responsive client service."

- Marge Fitch, Director, Benefits
QUALCOMM

"TRI-AD has been one of the easiest and most flexible service providers that we have ever worked with."

- Jennifer Scharff
Manager, Compensation/Benefits
DaVita People Services





EXPERIENCE SERVICE EXCELLENCE – TRI-AD'S FEATURES

Effective Implementations

Relax – we deliver a smooth transition. 95% of our clients are very satisfied with the implementation process. Your implementation manager works with you to keep the project on track.

The TRI-AD *FlexCard*sm

TRI-AD was the first administrator on the west coast to offer the debit card for FSAs. We are an experienced provider.

How It Works

Participants directly access their funds with the *FlexCard* at the point of sale for FSAs. Only qualified purchases are reimbursed. HSA transactions are usually taken straight from the HSA account without adjudication (as the plan allows).

Employer Benefits

- 15% average participation increase
- 20% average contribution increase
- Significant increase in employer tax savings
- Increased participant satisfaction

Employee Benefits

- Immediate reimbursement
- Fewer claims to submit
- One card for all types of accounts
- Cards available for dependents
- Automatic adjudication at many locations

Unsurpassed Client Support

Knowledgeable Client Service Managers: Our CSMs have at least five years of experience in project and reimbursement plan management.

We keep your plan running smoothly: We monitor regulatory compliance and plan administration, and quickly resolve any issues.

We provide service continuity: Our exceptional staff tenure means we really get to know you and your business' needs.

Easy-to-Use Client Support Tools

Exchange data securely: Send and receive data and/or enroll participants online through our secure Web site.

Receive user-friendly reports: Easily manage your plan's funding and accounting.

Exceptional Participant Service

We get it right: 98.9% of claims are processed on time and 99.1% are done right the first time.

Your employees can talk to a real person: Our toll-free customer service center is staffed from 5:00 a.m. to 5:30 p.m. (PST). 90% of all calls are answered within 20 seconds.

Your employees can serve themselves via our Web site: Participants can review account and claim status, and download communications materials and personalized claim forms.

Your Total Benefits Administration Solution

For over 30 years, TRI-AD has been trusted and relied upon by mid- to large-size companies nationwide for expertise in benefits design and administration solutions.

We provide the same custom benefits solutions and high-level expertise to mid-sized companies at a reasonable cost that large companies have been enjoying at a high cost for many years. Streamline your labor-intensive administrative work by using one service provider for all your benefits administration needs. TRI-AD's service offerings include:

Health & Welfare

- Employee and Manager Self-Service
- Carrier Reporting and Billing
- COBRA
- Reimbursement Plans (FSA/HSA/HRA)
- Commuter Benefits

Retirement

- 401(k), Profit Sharing, ESOP and other Defined Contribution Plans
- Defined Benefit Pension Plans

Participant Education and Communications

Participant Service Center

TOTAL
BENEFITS
ADMINISTRATION
SOLUTIONS

