

Custom Flex Portal and Mobile App

ONLINE PORTAL

Go to www.CustomDesignBenefits.com.

Click on **Custom Flex Login**.

If you are logging in for the first time, your User Name is the first initial of your first name, your last name, followed by the last four digits of your Social Security Number. For example, John Smith, who has a Social Security Number of 333-55-9999, would have a User Name of jsmith9999. Your default password is Customflex and you will be prompted to change it the first time you log in.

User Name: FirstInitialLastNameLast4SSN

Password: Customflex

The claim filing wizard will walk you through the process to file a claim, including entry of your information, payee details and uploading a receipt.

You may print the Claim Confirmation Form as a record of your claim submission.

The Custom Flex Portal also allows you to

- ◆ View your account balance
- ◆ View your claims history
- ◆ Request a new card
- ◆ Update your personal profile information
- ◆ Change your login ID and/or password.

Be sure to sign up for email notifications!

MOBILE



After you have logged in to the Custom Flex Portal for the first time, you can download the FREE Mobile App for Android and Apple devices. Search for "Custom Flex" in the App Store.



EMAIL

Complete the FSA Claim Form & attach scanned documentation to the email.

CustomFlex@CustomDesignBenefits.com

You may also use this email address for all other questions and forms.

FAX

Complete the FSA Claim Form & fax with documentation.

513.598.2901

MAIL

Complete the FSA Claim Form & mail with documentation. (Please keep copies of your documentation.)

Custom Design Benefits
5589 Cheviot Road
Cincinnati, OH 45247

QUESTIONS?

513.598.2929 Local Cincinnati
800.598.2929 Toll-Free