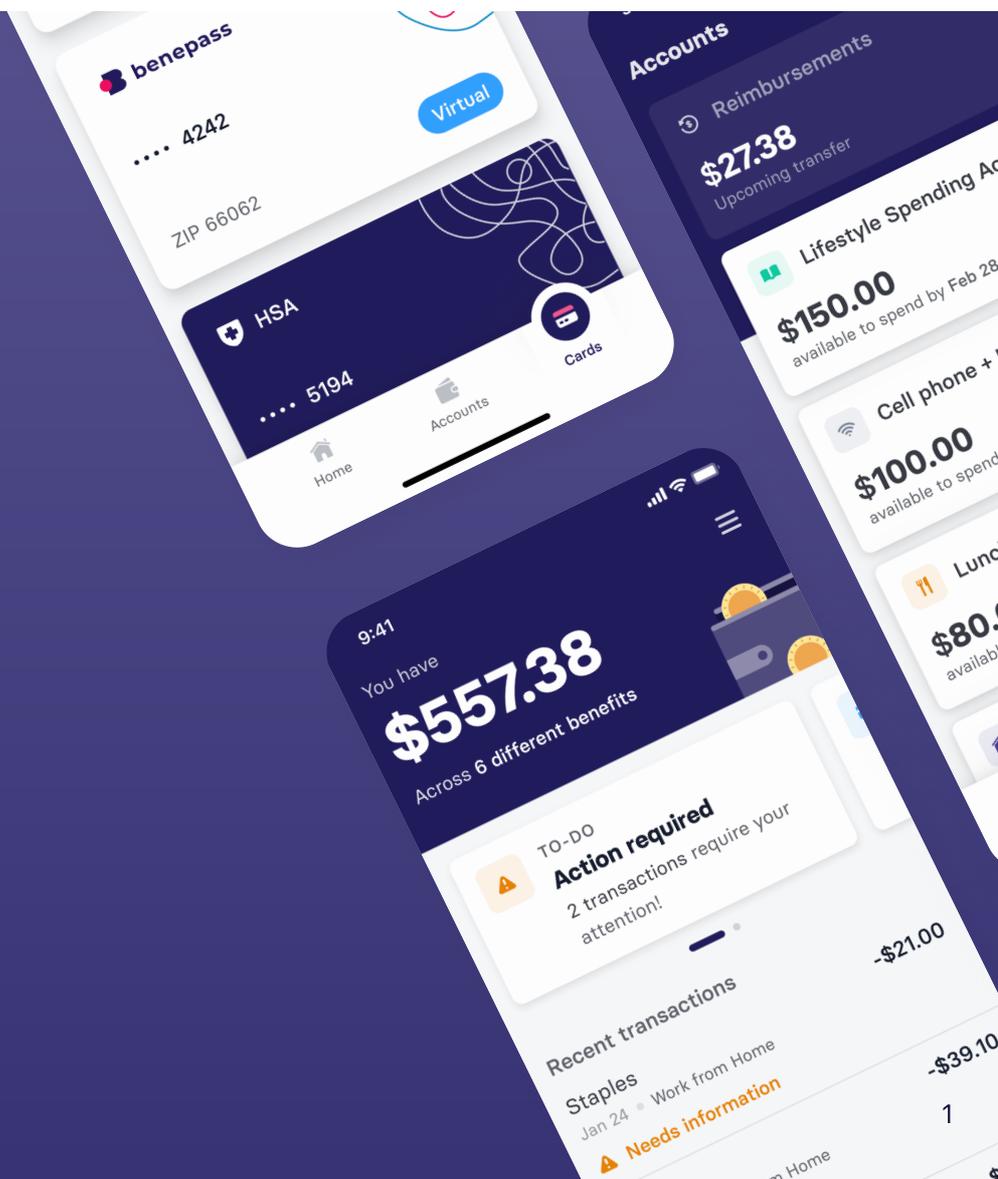**benepass**

Welcome to Benepass!

An introductory guide for employees

What Benepass is

Benepass has partnered with your employer to offer simple, easy-to-use benefits. This guide provides an introduction to Benepass.

Your employee benefit information is available to you on demand in the Benepass iOS and Android apps, as well as online at getbenepass.com.

Log in to your account to view the benefits you've been enrolled in, see how much money you have to spend, and view what is eligible for purchase under your employer's policy.

Your Benepass account

Take note to start using your account:

A virtual Visa card

Available immediately upon log-in. View your card number, billing address, and other information in the app at all times.

Physical cards on demand

Want a card for your wallet? Order a physical card from the app and ship it to where you are.*

Direct ACH reimbursement

Get reimbursed quickly and easily for any out of pocket spending. Link a bank account to transfer your funds from Benepass to a personal account.*

Real-time transaction history

View a complete record of contributions from your employer and your spending history. Track the status of your reimbursements.

Clear validation rules

See if your employer requires additional substantiation for certain transactions, such as a receipt, and add it for review.

In-app spending eligibility

View your employer's unique benefits policy or IRS rules for pre-tax benefits to understand if your purchase is covered.

*availability may vary by work location and employer policy.

Common questions

And answers:

Q: **How do I log in?**
You can log in to your Benepass account using your company email on a web browser (app.getbenepass.com) or via the Benepass mobile app (iOS, Android).

Q: **Do I receive a credit card to make purchases with?**
A virtual Visa card is created the moment you log into your account for the first time, so you can start spending immediately. You can view your card details and add your card to Apple Wallet or Google Pay from the Benepass app.

Q: **What if I want to order a physical card?**
United States based employees are able to order physical credit cards from the Benepass app. (For security reasons, your physical card will have a different numbers than your virtual card, but the cards can be used interchangeably.)

Q: **What if I buy something with my personal credit card?**
You can submit a reimbursement for transactions made using a personal form of payment. If your employer allows it, United states based employees can link a bank account to receive reimbursements via direct deposit. Otherwise, reimbursements will be paid out via payroll.

Q: **Can I buy something that costs more than the money I have?**
If you'd like to purchase something that costs more than the amount of money you have in a particular benefit, you'll need to make the purchase on a personal form of payment and submit a reimbursement.

Q: **What if my credit card gets declined?**
Your Benepass Visa is programmed to only allow purchases eligible under your employer's benefit policy. If you believe your card declined in error, please contact the Benepass Customer Support team.

*some capabilities may not be available as designated by your employer.

We're here to help

Have questions? Reach out to our Customer Support team to ask and get answers to individual questions within 2 business days.

Visit the Benepass Help Center to view answers to common questions.