



FOCUS Newsletter

April 2018



Honor Earth Day year round!

Show your awareness of environmental issues by letting others know what they can do to make a difference. Even small actions can have a great impact! Pick up litter, recycle, turn off the water when you brush your teeth, switch to online bill payments, use public transportation, turn down your water heater or install energy efficient lighting. If you stop to think about it, there are dozens of ways you can lighten your load on the environment and promote a healthy ecosystem.

ASI Sustainability Efforts – Go Green

ASI supports environmentally responsible practices and sustainability efforts in all aspects of its business. ASI's goal is to increase efficiency, reduce costs and minimize waste. This includes:

- ◆ Use of double-sided printing when possible
- ◆ Use of recyclable and reusable materials when possible
- ◆ Use of electronic documents rather than printing
- ◆ Reducing use of paper! Using electronic communication, enrollment options, and reimbursements
- ◆ Promoting “go green” efforts internally and with clients

ASI believes that the science of climate change is unequivocal; Earth's meteorological systems are increasingly being destabilized by human activities which release over 40 billion tons per year of CO₂ and other greenhouse gases into Earth's atmosphere. Climate change is a real issue facing all of us. Solar power systems derive clean, pure energy from the sun. That is why ASI has committed to reducing its carbon footprint by making its headquarters office a 100% net zero electric energy user through the use of solar power by the end of July 2018 thereby helping combat greenhouse gas emissions. Though ASI's efforts are small, oceans are made of drops.

What can your employees do?

There are several things that FSA or HRA participants can do, such as:

- ◆ Switch from mail box to inbox
- ◆ Sign up for email notifications versus mail
- ◆ Sign up for text alerts versus mail
- ◆ View account statements via the ASIFlex Mobile app or online versus mailed statements
- ◆ Sign up for reimbursements to a checking or savings account versus a mailed check
- ◆ Obtain plan information online at asiflex.com versus printed materials
- ◆ View educational videos at asiflex.com versus printed materials
- ◆ Submit claims via the ASIFlex Mobile App or online versus paper claims



COMPLIMENTS CORNER

ASI's customer service representatives (CSRs) not only process claims but provide customer service as well. Here is what participants are saying:

From Massachusetts: "I would like to acknowledge your CSR for the excellent service provided last week. She took on the problem and quickly offered a solution!"

From North Dakota: "I am so pleased with the service I receive and appreciate that I can talk with a live person. I always receive correct information!"

From Alaska: "I just wanted to take a minute to say thank you. I thought I was pretty happy with the last vendor my university used for our flexible spending accounts, so I was a little concerned when we switched to ASI. I have been absolutely amazed by the level of customer service ASI provides. The payments are extremely fast. The website and app are easy to use. I really appreciate the text notifications as well. You are providing outstanding customer service and I appreciate it!"

If you know an employee who has had a great experience with ASI please let us know! Contact marketing@asiflex.com.

About the Company: ASIFlex and ASI COBRA provide third-party benefit administration service solutions to clients nationwide. ASIFlex provides account-based administration for Flexible Spending Accounts (FSAs), Health Reimbursement Arrangements (HRAs), Health Savings Accounts (HSAs) and Parking/Transit Commuter Benefits. ASI COBRA provides COBRA and direct/retiree billing solutions. Formed in 1983, ASIFlex specializes in serving public and private sector clients nationwide and has significant experience with State, County, City and local government entities. ASI focuses on providing exemplary customer service and leveraging technology to provide improved service delivery.

FSA | HRA | HSA | COMMUTER | COBRA | DIRECT BILLING

IT'S WHO WE ARE. IT'S WHAT WE DO.

WWW.ASIFLEX.COM | WWW.ASICOBRA.COM

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