

1. Who can be covered under a myFLEXplan?

You have complete control over which employees are covered under the plan. They can be added or deleted from the plan at any time. For, example, in a high-turnover industry, you can wait until they have worked for 6 months, or a year before placing them on the plan.

2. How often do I have to contribute to the plan?

Again, you have control over contribution frequency. You can send in a deposit monthly, bi-monthly, quarterly, semi-annually, annually or as needed. In addition, you can have your Advisor automatically withdraw a set amount according to a schedule you establish.

3. How much do I have to contribute?

This may sound redundant, but again you have complete control over the amount of contributions. You can send in different amounts for each employee. For example, you can contribute \$300 for the owners, \$200 for the management team and \$100 for other employees. This can done by a simple spreadsheet. The important thing to remember is: there must be a logical business reason for establishing different classes of employees.

4. How much does it cost?

There is a one time set-up fee of \$200 for the company. There is NO ADDITIONAL cost to enroll an employee at the time the plan is first established; nor is there any annual administration fee. The only other fees are based upon any claim payments made. Please see our current fee guide for all pricing.

5. Can we have a Co-Insurance or deductible amount?

You can design a plan with different co-insurance amounts for each type of claim. For example, you can reimburse 80% on dental claims, 90% on Vision claims and 100% on medical claims.

6. Can we set limits on the claims?

Yes, the plan can work in two basic ways:

- The company can establish pre-determined annual maximum amounts for all claims.
- The company sends a cheque (or automatic withdrawal) with amounts designated for each employee on a regular basis. These are 'credited' to the employee's plan limit. The employee can only submit claims up to the amount that is available in their name.

7. What happens when an employee leaves the company?

If there are unused funds in the employee's account, this can be handled in various ways:

- The funds can be left on deposit in the company's account to be used for other employees or claim fees. This is the recommended method.
- The funds can be left on deposit for a limited time for use by the employee. This would be the case in which you wish to extend benefits past a termination date.

8. Can unused contributions be carried over?

Yes, at the end of a 'benefit year' if the employee has not used all of their available contributions, they may be carried over for one additional year. At the end of the second year, for those first year contributions that were carried over to the second year the funds are no longer available to the employee. However, they are left on deposit in the company's account to be used for other employees or claim fees.

Optionally, you can permit carry-back of an expense to the next year so the person has sufficient benefit to pay the entire amount. For example, if an employee has only \$500 in benefit and they have a \$950 dental bill, they can have \$500 paid in year one and the remaining \$450 paid in the next benefit year.

Lastly, you can prohibit any carry-over of benefits or carry-back of expenses. This is often called a 'Use It or Lose It' plan.

9. What types of expenses are covered?

The employee may use the myFLEXplan account for any medical expenses that are allowable under the income tax act. This is a very wide range of uses and will include many items that are not typically allowed under a normal group benefits plan. It may NOT be used for life insurance or disability insurance premiums, nor may it be used for business or educational expenses. Only medical-related expenses may be claimed. Use of funds for any other reason may invalidate the deductibility of even medical expenses.

10. Can we get additional benefits?

Yes, you can provide complete Emergency Travel Medical protection which will protect the employee for all out-of-country trips. In addition, this coverage includes Catastrophic Claim protection. Please refer to the separate documentation on this benefit.

11. How are claims made?

When an employee makes a claim it can be done in a variety of ways:

- They can enter their claim online. TOLCO may periodically ask for receipts to be sent.
- They can email or fax a copy of a receipt directly to TOLCO.
- They can take a picture of the receipt on a smartphone or tablet and email it to us.
- They can submit a paper claim. It should be sent directly to TOLCO Financial Strategies for processing. The claim is normally adjudicated within 3 business days of being received.

12. How are claims reimbursed?

The claim is normally adjudicated within 3 business days of being received by TOLCO Financial Strategies. Payment is made in one of two ways:

- The employee can complete a direct deposit request form and have the funds deposited directly to their bank account. This is the preferred and fastest method. Direct deposits are made once a week.
- A cheque will be issued (on a monthly basis) and sent directly to the employee. There may be additional charges for this service.

13. How does an employee find out their 'account balance'?

Every plan member is automatically assigned a UserID and Password. Upon enrollment they will be sent via email; this will advise them of the Plan ID, their Employee ID (for claims processing, and their unique Internet UserID and the system assigned temporary password. The first time they sign on, they will be asked to change the password.

The employee can logon to www.myHRmgr.com to access various functions in addition to online claim entry. The system has several update and inquiry functions available:

- Update address, dependants and banking information.
- Current benefit allowance, amounts carried forward, used this year and remaining.
- List all claims and payments made.
- Print an Explanation of Benefits for any claim submitted.

14. Can we claim medical expenses from before we started the plan?

Yes, CCRA rules allow you to claim medical expenses incurred before the plan was established. You may go back to January 1st in the previous calendar year or the beginning of the previous benefit year, whichever is later. This is something that you would normally restrict to owners or key management personnel. However, it may be offered to any employee. This is handled on an exception basis by myFLEXplan.

15. What do we need to start the plan?

You must complete the Corporate Application form and include a cheque for the \$200 set-up fee. These should be sent to your referring advisor or directly to TOLCO Financial Strategies. At the same time, or later if desired, have each employee complete an Employee Enrollment form.

For more information, call:



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