

March 17th, 2020

Dear Valued Partner,

HRAdministrators, Inc. is closely following the news related to COVID-19. As your trusted partner, we feel it's important to give our clients insight into our business continuity planning, so that you can feel confident that we are taking appropriate, proactive measures to minimize disruption. After careful thought and numerous discussions, we have made the decision that the office will operate with limited staff on-site and the majority on a work-from-home schedule, effective Wednesday, March 18th. Our plan is to reopen full staff on Monday, April 6th; however, we remain mindful that this situation continues to be fluid and, as a result, plans could change. You are our highest priority, which is why we are sharing the actions that we are taking to best support our partners.

Your Dedicated Teams and Ongoing Service:

- We will utilize resources and tools necessary to conduct business as usual and to keep us connected and reachable.
- We will continue to process claims, answer calls and emails.
- We do not anticipate any lag in processing turn around but ask for patience as we cannot anticipate the potential influx of claims or inquires.
- **Debit cards will not be deactivated for non-substantiation until the end of day April 30th.**
- COBRA notices will continue to be issued in accordance to DOL regulations.
- We want to emphasize that we are open for business.
- We have suspended all in-person meetings and attendance at events.
- Office mail and faxes will be picked up regularly.

We are advising all clients with an FSA and/or HRA that have a **renewal date of January 1st** and a 90-day claim submission provision to amend the Plan to allow participants 120 days to submit claims for the **2019 Plan Year**, as we anticipate participants may be delayed in submitting / substantiating claims. If you are interested in amending, please email Donna Miller at dmiller@hradministrators.com.

Also, we are encouraging clients to advise participants to sign up for direct deposit in efforts to expedite FSA and HRA payments. The Direct Deposit/ACH form can be found on our website www.hradministrators.com in the Forms Section.

Thank you and Be Safe.