



## Navia to WEX - Flexible Savings Accounts (FSA) Transition FAQ

### 1. Why are we changing FSA vendors?

We are transitioning to WEX to provide enhanced services, including better customer support, a more user-friendly online portal, and additional resources to help you manage your FSA more effectively.

**2. When will the new vendor take over?** The new vendor, WEX, will take over on 1/1/2025. Please ensure all outstanding claims with Navia are submitted by 3/31/2025 for calendar year 2024.

### 3. What do I need to do before the transition?

Review Your Account: Log in to your Navia account to check your balance and any pending claims.

Submit Claims: Submit any outstanding claims to Navia by 3/31/2025 for calendar year 2024.

Watch for Enrollment Instructions: We will provide detailed instructions on how to enroll with WEX soon.

**4. Will my current FSA balance transfer to the new vendor?** No, your current 2024 FSA balance will not transfer to WEX. The election requested in Open Enrollment will be your new 2025 WEX FSA balance.

**5. How will I access my FSA account with the new vendor?** You will receive login details and instructions on how to access your new FSA account with WEX. They offer an online portal and a mobile app for easy access.

**6. Will there be any changes to the FSA plan itself?** The FSA plan will remain the IRS maximum allowable amounts.

**7. What if I have pending claims with the current vendor?** All pending claims submitted before the 3/31/2025 for calendar year 2024 will be processed by Navia. Any claims be denied and unable to retain reimbursement.

**8. Who do I contact if I have questions or need help?** For any questions or assistance, please contact the Payroll and Benefit team at payroll@fischerhomes.com. Additionally, WEX will provide customer support to help you with any issues related to your FSA account.