

Transition overview

Important information about your benefit accounts

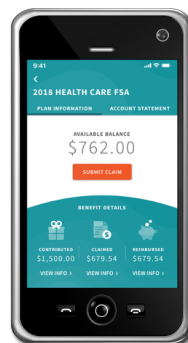
In late 2019, ASi announced its partnership with Navia Benefit Solutions. Through the combined companies, you will have access to new and advanced features on the Navia platform while continuing to be served by the same team that you know at ASi. **Your new benefit plans and features will be upgraded to the Navia platform effective August 9, 2021.** Over the coming weeks, there are a handful of important dates and actions to keep in mind for the transition. You will receive additional communications throughout the process to help make this transition smooth and easy.

August 3rd - Last Day for ASi Card Swipes and Manual Claims

- ASi cards will be disabled after 5PM PST on August 3rd
- New Navia cards will be issued on July 23rd and should arrive prior to August 9th
- Manual claims received by August 3rd will be processed and reimbursed from the ASi system

August 9th - Navia system available, transition complete!

- Register & login to the Navia portal at www.naviabenefits.com
- Manual claims processing resumes
- Download and use the MyNavia mobile app
- Begin using your new Navia debit card



DOWNLOAD the MyNavia mobile app

Search for "Navia" or "Navia Benefits" in the Apple App Store or Google Play Store



Claim and debit card transition period

During the week following August 3rd, we will temporarily pause claims processing until August 9th while your balances and data are being migrated. During this time, you can still pay for necessary expenses under your plan and file a claim, and we will resume processing claims and issuing reimbursements beginning Monday, August 9th. Your direct deposit information will be migrated automatically to the Navia platform so that reimbursement resumes quickly and easily.

If you currently have a debit card through ASi, your card will be deactivated at the close of business (5 p.m.) on Tuesday, August 3rd. After the transition is complete on August 9th, you may begin using your new Navia card. Additional cards in your dependent's name may be requested through on the participant portal at no additional charge.

Register on the new Navia portal beginning August 9, 2021

Anytime after this date, you may register and log in on the new Navia web portal (www.naviabenefits.com) and MyNavia mobile app.

Questions?

Beginning August 9th, participant questions should be directed to Navia's customer service team (1-800-669-3539 or service@naviabenefits.com).