

IMPORTANT NOTICE

- The reimbursement account portal is temporarily unavailable due to a system upgrade.
- Portal access will return in July with new features.
- Look out for the new Reimbursement Instructional Guide that will be sent by mail in July. Detailed instructions for logging in are included in the Guide.

**Please reference the letter you received in late May
for more details on this system upgrade.**

ADDITIONAL INFORMATION

Access to reimbursement account information during the upgrade

- During the system upgrade, call Mercer if you have questions about claims or your account balance.
- When you log in to the new portal, your 2022 claims and payment information will be visible. Claims activity prior to 2022 is available by phone.

Log in to the new portal after the upgrade

- In early July, you will receive a Reimbursement Instructional Guide in the mail. You will also be receiving a copy by email if we have your email address.
- Detailed portal log in instructions are in the Reimbursement Instructional Guide.
- The new portal will be available after July 1. After July 1, you can continue to access the reimbursement account portal through the retiree.mercermarketplace.com link that brought you to this page.

Claims you have already submitted and that have been approved **REQUIRE NO ACTION FROM YOU**

Reimbursement Method	Description	How Reimbursement was Established	When to Expect Reimbursement
Automatic Premium Reimbursement	Mercer uses reporting provided by your insurer to initiate reimbursement each month. You may be receiving one or two payments each month.	You opted in by phone with a benefits counselor. The arrangement remains in place as long as you are enrolled in your current plan(s).	Reimbursements that you may have expected throughout the month of June will be processed and issued for payment in July.
Recurring Premium Reimbursement	Recurring reimbursement made on a monthly basis for 2022 at the beginning of each month.	You set up a recurring (monthly) reimbursement for 2022 either on the online portal, or with a claim form by mail or fax. Proof of premium from the insurer was provided.	You will receive reimbursement at the beginning of July. Your ongoing reimbursement will be the beginning of each month (not necessarily the first Friday of the month), if you have funds available.

Reimbursement Method	Description	How Reimbursement was Established	When to Expect Reimbursement
One-time Claim (recently submitted)	Reimbursement made as claim is processed and approved.	You requested reimbursement for a specific claim either on the online portal, or with a claim form by mail or fax. Proof of the expense was provided.	Claims already submitted and received will be processed and issued for payment in July, if you have funds available.

If you have new claims, wait until you receive the new Reimbursement Instructional Guide to submit

- Please wait until you receive the new Reimbursement Instructional Guide to submit any new claims.

Your direct deposit will continue; NO ACTION IS REQUIRED

- If you are currently signed up to receive reimbursements via direct deposit, no action is required, and this payment method will continue.
- Going forward, the issuing party name in your account will say “TRI-AD”.
- If you are receiving paper check reimbursements, you will see a fresh look to the check and the bank listed will show the name of your former employer.

Contacting Mercer for reimbursement-related items

- After July 1, please use the following contact information for reimbursement account related correspondence:

Mercer Marketplace Claims Department
PO Box 424
Escondido, CA 92033
FAX: 1-844-791-8319