



Flexbene™  
PO Box 587  
Pittsford, NY 14534  
800-836-8100  
www.flexbene.com

---

## Important Notice Regarding Client Privacy

---

At Flexbene™, our priority is to build and maintain your trust and confidence. The security measures and protocols we train and utilize are in the best interest of protecting the privacy and information of our valued clients. This notice is provided to you on behalf of Flexbene™.

**Information We Collect:** In connection with providing you with flexible benefits administration, we obtain nonpublic personal information about you, including:

- Information we receive from you on applications, claim forms, and enrollment forms.
- Information about your transactions with us or others, including your physician, your insurance carrier and/or day care provider; and
- Information from your employer and other third parties.

**Information We Disclose:** We will not disclose information regarding you or your account except under the following circumstances:

- To our employees for purposes of claims adjudication and payment.
- To your legal plan administrator for purposes of reviewing claims.
- To your employer as processed claims payment data for purposes of forwarding deductions to cover the cost of claims.
- To government entities or other third parties in response to subpoenas or other legal process as required by law and/or in the event the Secretary of the United States Department of Health and Human Services is investigating or determining our compliance with the HIPPA privacy rule in the form of a government audit.
- To your spouse or representative **ONLY** if you have approved such disclosure on your current enrollment form. Should a representative not be listed on your enrollment form, further written documentation (i.e. Power of Attorney) must be presented designating such as your personal representative, attorney-in-fact, etc.\*

**Our Security Policy:** Only those individuals who need it to perform their jobs are authorized to have access to confidential client information. We maintain physical, electronic, and procedural security measures that comply with applicable state and federal regulations to safeguard confidential client information.

**Closed or Inactive Accounts:** If you decide to close your account(s) (and can do so given the requirements under your employer's summary plan description for this Plan) or become an inactive participant, we will adhere to the privacy policies and practices as described in this notice.

**Changes to this Privacy Policy:** We reserve the right to change the terms of this Notice and make new provisions regarding your protected health information that we maintain, as allowed or required by law. If we make any material change to this Notice, we will provide you with a copy of our revised Notice of Privacy Policy by mail to your last known address and/or on the Flexbene™ website, www.flexbene.com.