

Repay an Expense

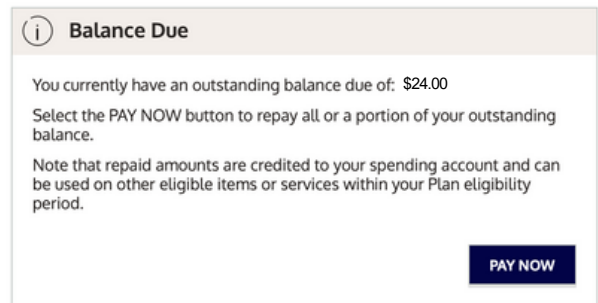
There may be a time where you find you have an outstanding balance due on your spending account. This can occur if Igoe has requested an itemized receipt for a Benefits Card purchase but one has either not yet been received or the receipt provided falls short of the IRS documentation requirements. You can repay the outstanding balance and credit yourself for future transactions by following the steps below.

Step 1. Access the Repayment Section

Login to the Igoe Participant Portal using your username and password. Navigate to the "Repay Expense" section on the Dashboard.

Helpful Tip

If you cannot find the "Repay Expense" section, ensure your account has an outstanding balance. Only accounts with pending repayments will show this option.

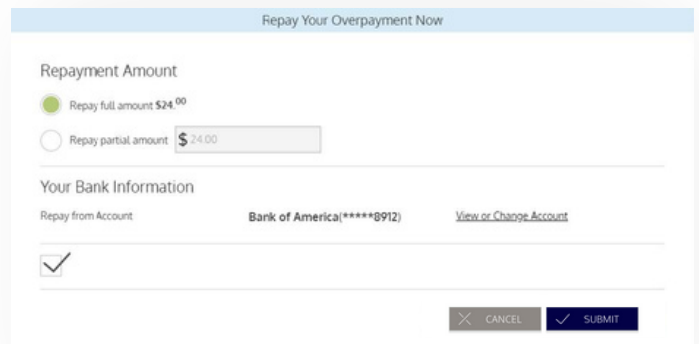


Step 2. Enter Repayment Amount

Enter and verify the amount of the repayment before selecting the "Submit" option.

Helpful Tip

Scan or photograph the receipt in a well-lit area to ensure the image is clear.



Step 3. Submit the Repayment

Click "Submit" to finalize the repayment. A confirmation message will appear upon successful processing. Monitor your repayment status in the "Transaction History" section of the Participant Portal.

Helpful Tip

Once submitted, it may a few days for the transaction to resolve.

