Repay an Expense

There may be a time when you find you have an outstanding balance due on your spending account. This can occur if we have requested an itemized receipt for a Benefits Card purchase but one has not been received or does not meet IRS documentation requirements. Repaying the outstanding balance restores your account for future eligible purchases.

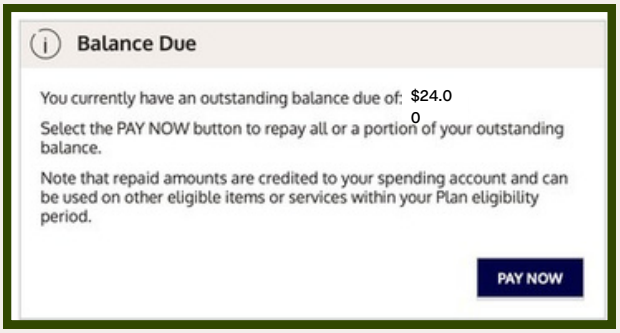
Important: You must have direct deposit for reimbursements set up before you can repay an expense. If this is not completed first, your repayment will not be processed. **For instructions, refer to the Direct Deposit with Validation – Participant Portal Guide on our website.**

Step 1. Access the Repayment Section

Log in to the Igoe Participant Portal using your username and password. Navigate to the **Repay Expense** section on the Dashboard.

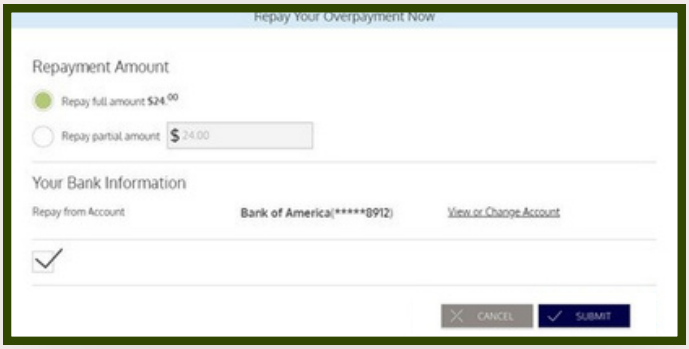
Helpful Tip

The Repay Expense option only appears when your account has an outstanding balance due.



Step 2. Enter Repayment Amount

Enter and verify the amount of there payment before selecting the **Submit** option.



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 take a few business days for the transaction to process and your balance to update