

Dear Plan Participant,

Yesterday you received a communication from Clarity Benefit Solutions regarding our response to COVID-19. This communication pertained to claim substantiation for our HRA and FSA card holders only. The process for submitting and substantiating claims has not changed. This temporary policy simply freezes our practice of asking HRA and FSA card holders for substantiation of claims that are not automatically substantiated. This freeze also means that we will not deactivate cards during this time.

This temporary policy change and today's earlier communication does not apply to you if:

- You have an HRA with Clarity and do not have a card.
- You have an HRA with Clarity that only covers copays.
- You only have transit benefits with Clarity.

If any of these exceptions apply to you, you can disregard the previous communication.

We apologize for any confusion this may have caused. Our goal during this crisis is to be as transparent with our clients and participants as possible. If you would like to read more about what we are doing to ensure we can continue to provide the level of service you are used to please visit our [COVID-19 Update page](#). Please check here often for any updates to our response to this crisis.

Thank you for being a valued Clarity participant.

Sincerely,

Bill Catuzzi  
CEO

The logo for Clarity Benefit Solutions, featuring the word "Clarity" in a large, white, serif font and "BENEFIT SOLUTIONS" in a smaller, white, sans-serif font to its right, all set against a teal background.