

PARTICIPANT REFERENCE GUIDE

BENEFIT CONTINUATION SERVICES



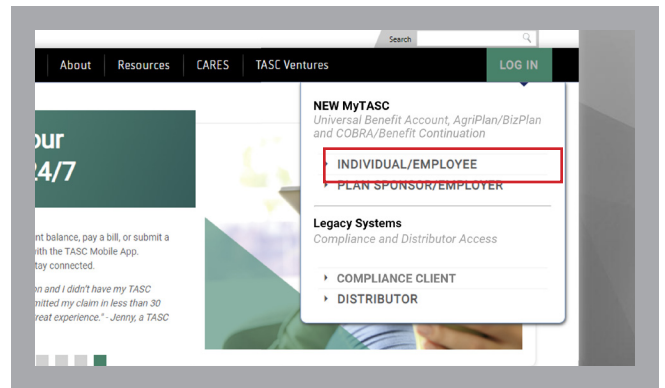
MyTASC GUIDE

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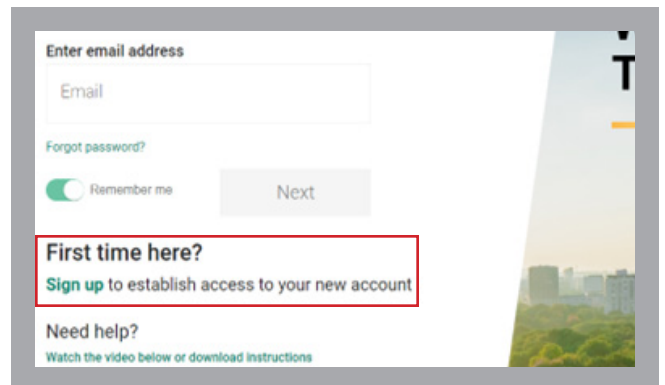
MyTASC Account Access

To access your account, go to www.tasconline.com and select the **LOG IN** button on the menu bar in the upper right. Please note, Google Chrome is the preferred web browser for account access.

On the drop-down list, click the **INDIVIDUAL/EMPLOYEE** option.



The first time you visit the site, you will need to complete the **Sign Up** process. This is true whether you are a new or returning participant. On the **Sign In** page, below **First time here?** click **Sign Up** to establish access to your new account.



There are two ways to sign up:

1) Sign Up with Your Email Address

If you already have an email address on file with us, complete the **Sign Up** process using that email.

- On the **Sign Up** page, enter your email address (the one we already have on file) and create a new password.
- A 6-digit verification code will be sent to your email address. Check your email, then enter that code.
- (Optional) Create a 4-digit **Personal Security Code** and enable **Two-Factor Authentication**.
- Read through and agree to the **Terms of Use**.

Once you have completed these steps, you will be able to sign into your account.

2) Sign Up with a Passcode

If you did not previously have an email address on file with us, you will need to sign up with your **Individual ID** and **Passcode**.

- On the **Sign Up** page, click the **Sign up with a passcode** link in the first paragraph of text.
- Refer to the letter you received from us containing your **Individual ID** and **Passcode**.
- Enter your **Individual ID** and **Passcode** from the letter, then the email address you wish to use. (*Your unique identifiers from the letter are used to associate the email you provide with your account.*)
- A verification code will be sent to your email address. Check your email, then enter that code.

Once your email address has been verified, you can complete the rest of the **Sign Up** process as described above (using the email address you just verified) and sign into your account.

SIGN UP

To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, **sign up with a passcode** if you were provided one.

1 Email

Create Password Show

SIGN UP

To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, **sign up with a passcode** if you were provided one.

1 Email

To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, **sign up with a passcode** if you were provided one.

Individual Id
5800-4265-5470

Passcode
cwyy-299b-143f

Email
John.Copland@yopmail.com

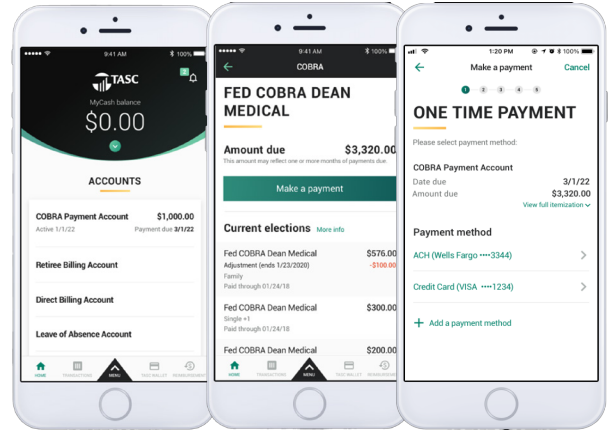
TASC Mobile App

After you have established access to your account, you can download the **TASC Mobile App** for convenient, anytime account management!

- » [App Store](#) (iOS)
- » [Google Play](#) (Android)

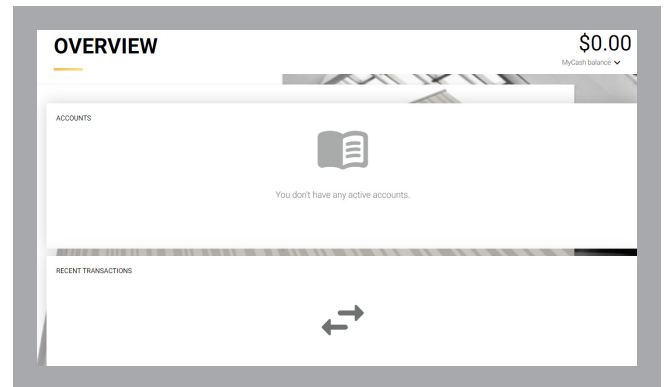


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Overview

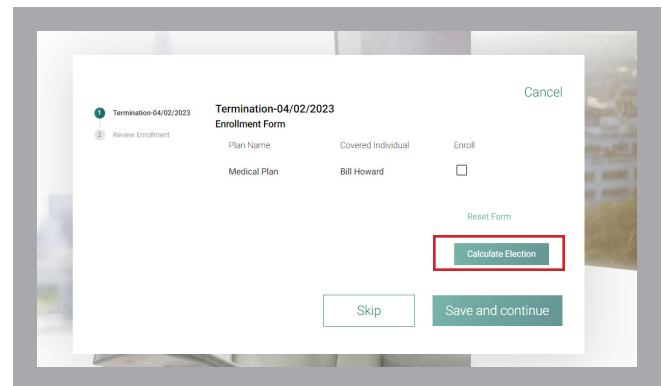
When you sign in online or open the app, you will see your **Overview** screen. This page contains all the tools you need to manage your Continuation Services account.



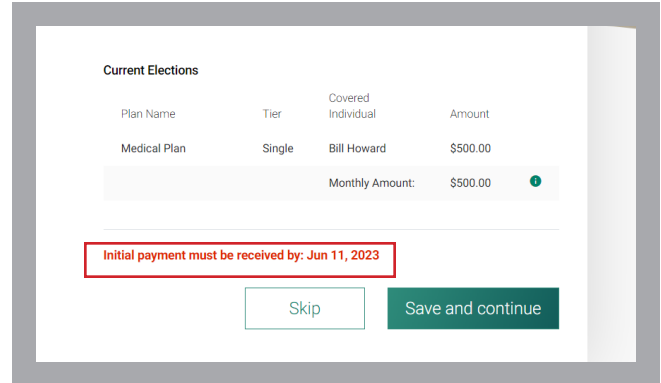
Activate Your Account & Enroll

Click **Accounts** and then select **Enroll** from the drop-down list. You will be able to view the **Eligibility Event** that was offered to you.

You will be given the choice to enroll in each plan for each qualified beneficiary. Each time you click to enroll in a plan, you can click **Calculate Election** to see the payment that would be due for that option.

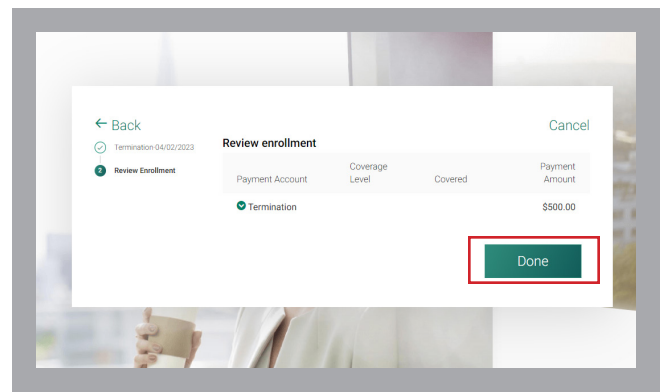


Your first payment deadline will be calculated according to the provisions of your account. If the information is acceptable, click **Save and continue**. If you want to revise your election, follow the guidance on the screen to change your options.

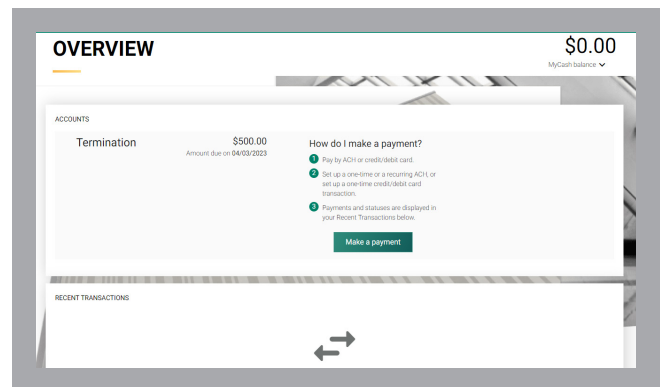


Review Your Enrollment

You will see a screen similar to this to review your enrollment. If it is acceptable, click **Done**.



Your **Overview** screen will now look something like this, with the **Accounts** tile reflecting your new enrollment.

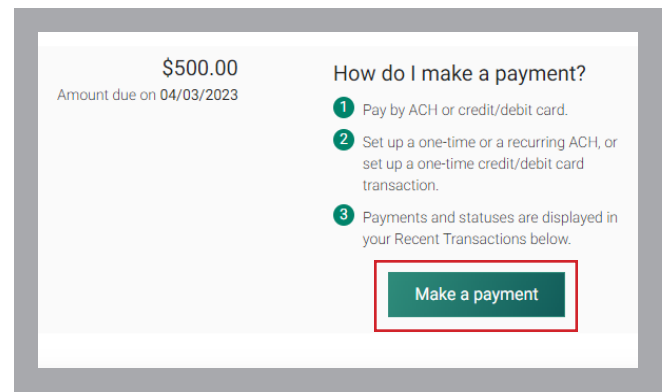
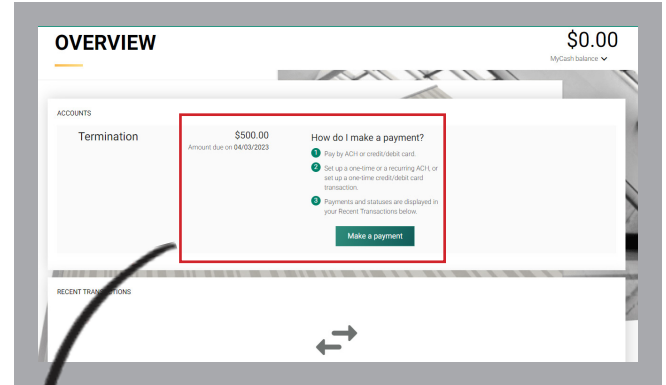


Making a Payment

You may set up a one-time or recurring electronic payment from your bank or provide information to pay by credit card (convenience fee will apply).

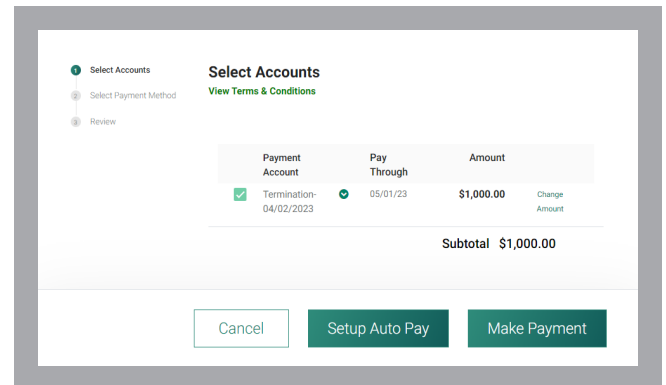
If you do not wish to use electronic payment options, you may instead choose to generate payment coupons, which will be mailed to you and which you can return with your check or money order. However, the fastest reinstatement of your previous coverage will occur with electronic payment.

To make a payment, click the **Make a payment** button.



You will see this screen to select among your accounts. Make sure to review the **Terms & Conditions** before making a payment.

Click **Setup Auto Pay** to set up recurring payments, or **Make Payment** to initiate a one-time payment.



Next, select your desired payment method:

Select Accounts
● Select Payment Method
⌚ Review

Select Payment Method

You currently have no bank accounts linked

+ Link a new bank account

You currently have no card accounts linked

+ Link a credit or debit card

Other Payment Method

Generate coupons and send check in the mail

Subtotal \$1,000.00

Cancel Continue

1) ACH via Checking or Savings Account

Choose **Link a new bank account** to set up one-time or recurring ACH payments.

Enter your checking or savings account information in this step.

LINK A NEW BANK ACCOUNT

Nickname

Routing number

Checking
 Savings

Bank name

Account number

Pay to the order of _____ Date _____ \$ _____ Dollars

123456789 1234567890 4444
Routing number Checking number

Continue

2) Credit or Debit Card

Choose **Link a credit or debit card** to make a payment with your credit or debit card.

For credit/debit card payments, follow the instructions on the screen. A convenience fee will be charged.

ADD CARD

Pay with card VISA Mastercard AMERICAN EXPRESS DISCOVER

Cardholder Name

Card Number

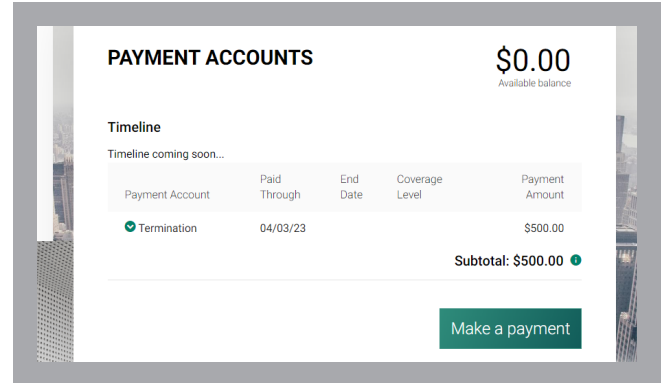
Expiration Date (MM/YY) CVV (3 digits) Postal Code

MM/YY ...

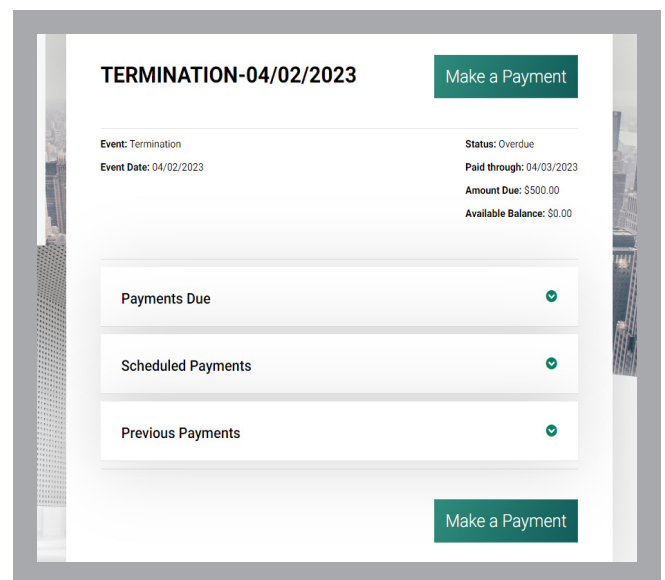
Save Card

Cancel Save Card

For a summary of your payment accounts, return to the **Overview** page and select **Accounts**, then **Summary** from the drop-down menu.



You can also review your payment setup by selecting your **Eligibility Event** from the **Accounts** menu.

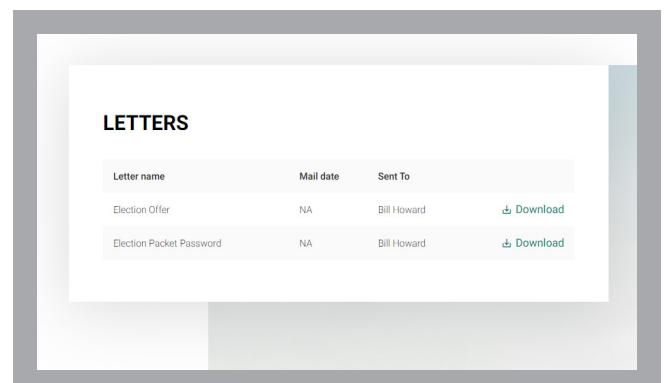


View a Copy of a Letter

You have the ability to view copies of letters that have been sent. From your **Overview** page, click **Support** and then select **Letters** from the drop-down menu.

Clicking the **Download** link to view the letter as it was originally sent.

NOTE: These copies are for informational purposes only.



Profile Settings

All participants are required to maintain up-to-date contact information. This includes email and mailing addresses and phone numbers. We periodically send important plan notifications regarding balances, deadlines and/or plan changes. We are not responsible for any consequences resulting from communications not received due to inaccurate contact information.

Go to **Settings** and select your **Profile** to review your contact information and make changes if necessary.

Support

To contact us, click **Support** at the top of the **Overview** page. Follow the prompts to create a support request.

First, select the offering type. Next, choose from a list of common support topics from the drop-down menu.

Based on your topic selection, you will be presented with a focused set of related sub-topics. Choose the one that fits best.

Describe your support request in the box provided, upload a file for reference (*optional*) and click **Submit**.

| Plan Name | Tier | Covered Individual | Amount |
|-----------------|--------|--------------------|----------|
| Medical Plan | Single | Bill Howard | \$500.00 |
| Monthly Amount: | | | \$500.00 |

Initial payment must be received by: Jun 11, 2023

[Skip](#) [Save and continue](#)

All support requests

New support request

A member of our support staff will respond within 1-2 business days.
What specific information do I need to provide here?

Select offering type: Continuation Services | Which topic can we help with?: Correspondence | Tell us more...: Request payment coupons

Email address: deb1234@yopmail.com | Cc (optional):

You or a dependent?: Myself | Regarding a benefit account?: Yes No

Description:

