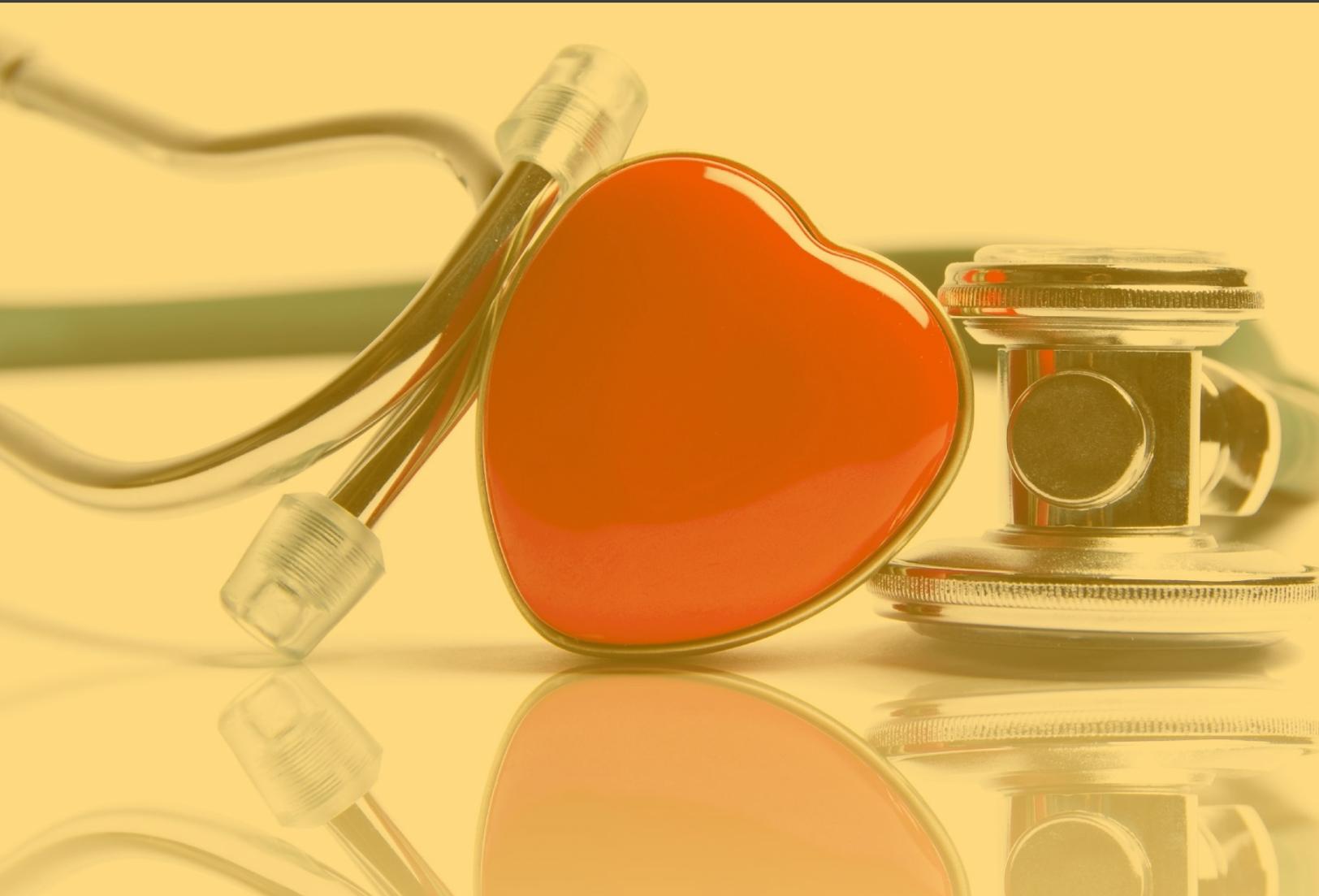


# Welcome & transition overview



# The new BPI/Navia partnership brings you a comprehensive benefits solution. You get the latest technology backed by the same great team.

## New enhancements coming in June 2022

- Divisional banking will now be available for plan funding and administrative fees under the main company.
- Recurring claim submission feature for Day Care FSA and orthodontia claims through our online participant portal.
- Expanded Day Care FSA claim submission services that allow an employee to incur claims after their date of termination and receive claim reimbursements up to the amount they have contributed.
- Expanded debit card substantiation process through our card vendor, which results in a 95%-98% auto substantiation rate.
- Expanded capabilities and a better user experience for employers, brokers, and participants through the Navia web portals. Access, control, and download reports on your benefits plans through simple and intuitive websites.
- Additional plan types that can help you better attract and retain employees, including GoNavia commuter benefits, wellness plans, and enhanced compliance services.
- An improved debit card experience through the Navia Benefits card by allowing cards to be issued to spouses/partners and adult dependents in their name, at no additional charge.
- Multiple options to streamline claims adjudication and payment, including FlexConnect and ExpressClaims through the Navia portal or mobile app.
- Automated online renewal tool that allows you to renew, make changes, and add new plans quickly.
- Proprietary technology that is responsive to industry demands and changes.
- Robust security and service infrastructure, all fully compliant with HIPAA, PHI, and SOC II industry standards and requirements.
- Extended customer service hours from 8 a.m. to 8 p.m. for benefit accounts

## Smart technology for an enjoyable benefit experience

We know well-designed technology can make administering your benefits easier and improve employee satisfaction. Navia's proprietary technology works across all solutions to make your day easier and improve everyone's benefit experience.



### Navia technology highlights

- Employer portal
- Participant portal
- Broker portal
- MyNavia mobile app
- Mobile pay
- Navia debit card
- Online plan renewal
- Reporting & analytics
- Security (SOC 2 Type 1 certification)
- Robust service infrastructure with daily reporting





# Employer Training Webinar

**Sign up now!**

*June 2/ 11 am EST  
June 7/ 11 am EST*

Navia is hosting a live webinar to give you all the necessary information to prepare you for the transition from BPI to Navia. You will learn how to use the Navia employer portal and what else is needed for a successful transition. Please choose one webinar date to attend.

## What you need to do

BPI and Navia have dedicated resources specifically to the transition to minimize the impact on you and your employees. Over the coming months, there are a handful of important actions to complete to ease your transition to the Navia platform. You will receive email communications throughout the process to remind you what needs to be done next. Below is a checklist of key activities with a timeline:

- Sign and return new Administrative Services Agreement
- Complete Direct Debit Authorization form
- Communicate transition instructions to participants (BPI/ Navia can assist with communications as needed)

## Transition timeline

● Employer action required    ● Participant action required



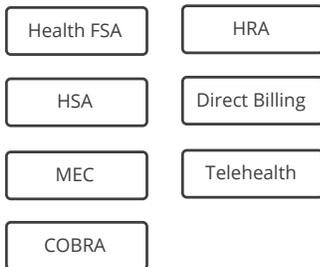
## More about Navia

### An extension of your team

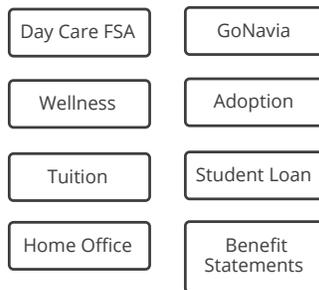
Navia is a full-service, consumer-directed benefits provider dedicated to building employer relationships that last for decades. We function as an extension of your team by providing industry-leading customer service, communications, and technology designed to make your job easier and your employees happy. Navia has grown over the years from a family-owned business into a family of nationwide experts, making us one of the premier benefits providers in the nation. We serve 9,000+ employers across all 50 states and offer solutions for any benefit strategy.



Make paying for health care easier



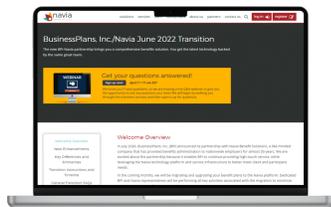
Improve quality of life at work and at home



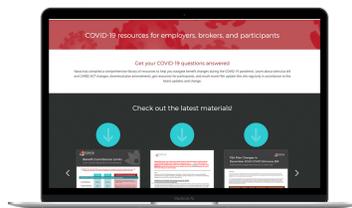
Stay compliant with the law and avoid costly fines



### Resources for you



*BPI Transition Hub*  
Password: bpitransition



*COVID Resource Hub*



*Navia Benefits Academy*

Navia gathers its Net Promoter Score (NPS) year-round, receiving 13K+ responses a month from participants, employers, and brokers. **We consistently score 35 or above, which is 2X higher than the industry average.**

### Questions?

We encourage you to bring your questions to our [live webinar on April 7th](#) and we will be happy to make sure you get answers. In the mean time, feel free to email us at [bpitransition@naviabenefits.com](mailto:bpitransition@naviabenefits.com) if you need to talk with someone before the webinar.