Alight Worklife®

Reimburse Me App transition to Alight Mobile App

January 2025

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Reimburse Me App -Transition to Alight Mobile app

Objective:

We are sunsetting the Reimburse Me app as part of Alight's ongoing efforts to modernize and enhance our mobile offerings.

The transition marks an important step forward in delivering a superior experience through the Alight Mobile app.

Why Sunset the Reimburse Me App?

Evolution of Our Mobile Experience with the Alight Mobile app

Modernization: Reimburse Me app lacks the capabilities and scalability needed for future innovations.

Enhanced Security: Alight Mobile app meets the latest security standards to protect user data.

Improved User Experience: Alight Mobile app provides a streamlined design and functionality tailored to meet user needs effectively.

Consolidation: A single, robust platform for all reimbursement account features.

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Transition Timeline - Transition Plan: Q1 2025

Current State or before Transition: Reimburse Me app will remain operational until the transition is complete.

- User would continue to see same app experience.
  - Login to the Reimburse Me app
  - Access balance and claims information
  - Check on Reimbursement status
  - Submit new claims

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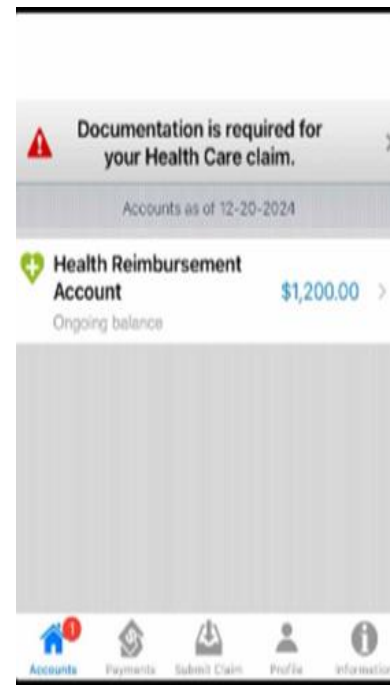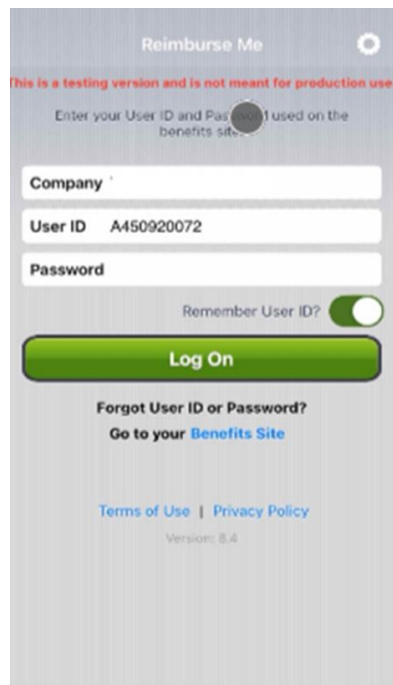
Transition Timeline - Transition Plan: Q1 2025

- **On or After** the transition date, users will see a notification message, as shown in the accompanying image.

- Upon clicking the provided button, they will be redirected to the appropriate app store (App Store for iOS devices or Google Play Store for Android devices).

- Users will then need to download and install the **Alight Mobile App** to access the newly upgraded features and functionalities of the platform.

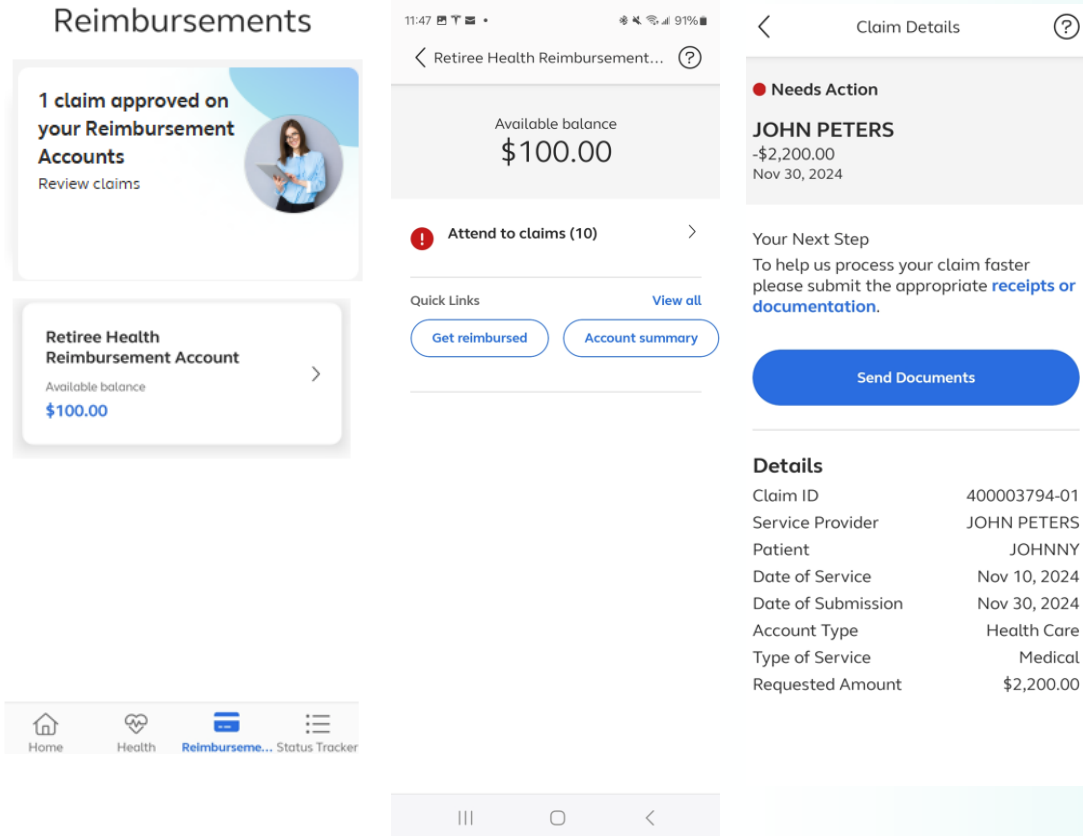**Go-Live:** Alight Mobile app becomes the primary platform by the end of Q1 2025.
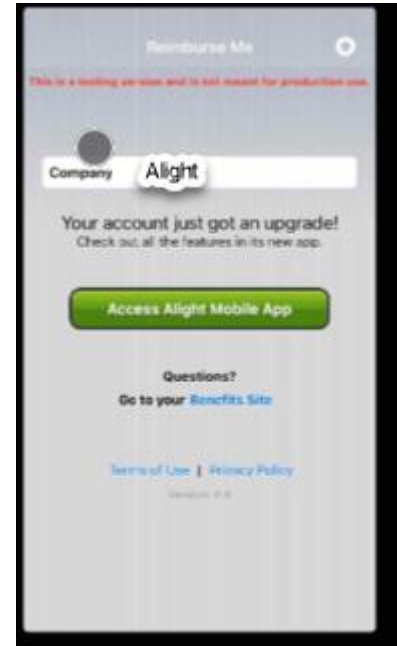
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Key Features of Alight Mobile app

Access Alight Worklife anytime, anywhere

- Modern Interface
- Enhanced Security
- Enterprise-grade authentication
- Biometrics for app, web, and live channel
- Check your account balance
- Review claims and reimbursements
- Submit reimbursement claims with your phone's camera or files and validate dependent care expenses with E-Signature
- Setup your direct deposit to receive payments electronically
- **Future-Ready:** Built to support new features and updates seamlessly.

Manage Reimbursement Accounts from your mobile app

Access to Reimbursement accounts to easily:

- Check balances
- Change contributions
- Submit claims
- View the status of claims and reimbursements
- Receive AI personalized guidance on how much to contribute
- Monitor account updates in real time and take action promptly
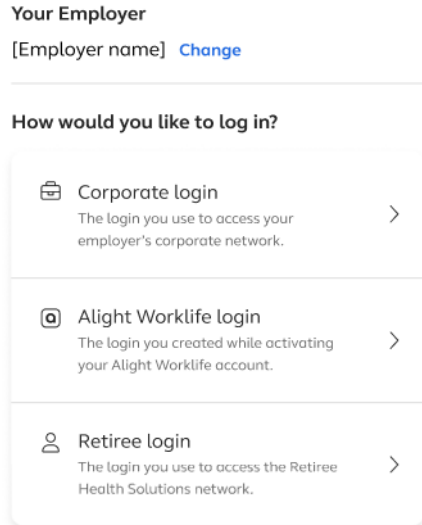
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Feature Details: Authentication Screen on Alight Mobile app

Alight Retiree Health Solutions first time users or subsequent users see this screen with client logo on the top.

How it works

Login options will be displayed under the text "How would you like to log in?" as shown in screen 1 to the left.

➢ Retiree login – Retirees will need to select Retiree login option. On tapping, users will route to the client RHS portal in web view(Screen 2).

➢ Retirees will need to use their RHS portal credentials(username and password) to authenticate to the Alight Mobile app.

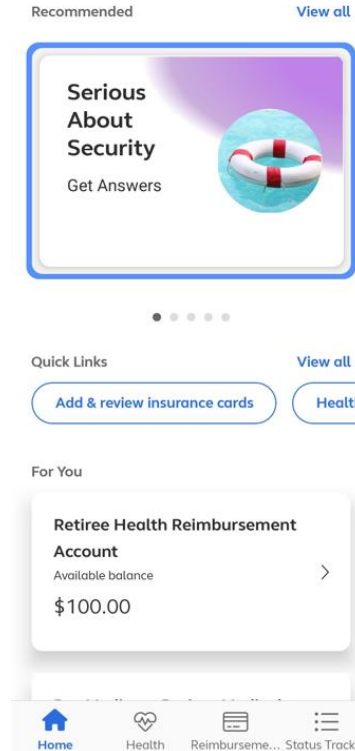➢ Once they are authenticated, they will then be taken to the landing screen(screen 3) of the Alight mobile app.

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Feature Details: Recommendation Card on the Reimbursements screen

With Recommendation cards, users can conveniently and seamlessly see account related details, action items and updates they need to complete or view easily.
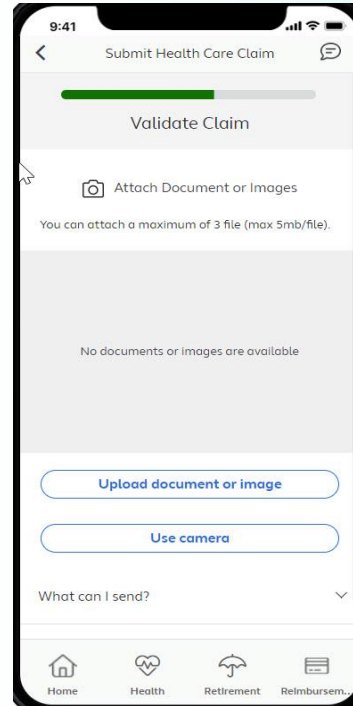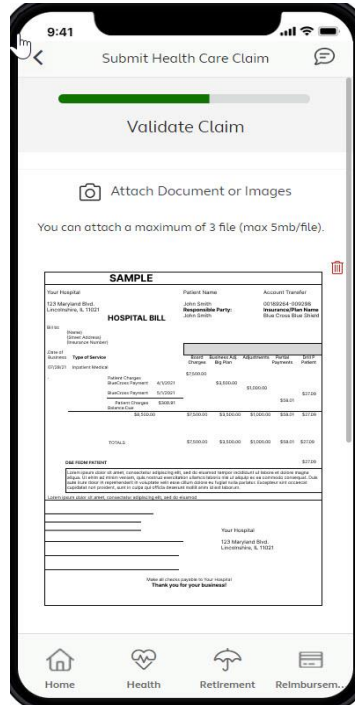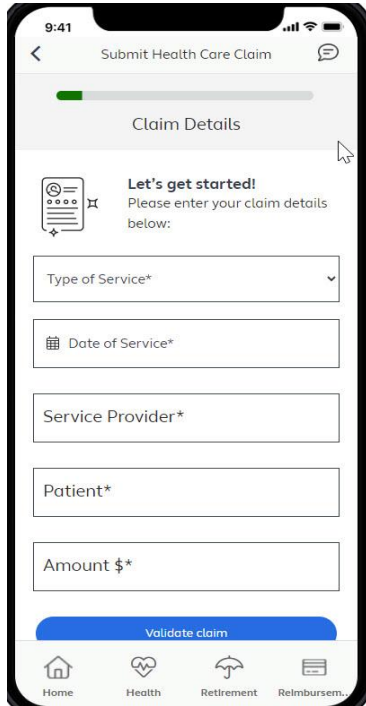

Reimbursements

1 claim approved on your Reimbursement Accounts
Review claims

Easily Complete or view account related action items/updates

Retiree Health Reimbursement Account
Available balance
$100.00
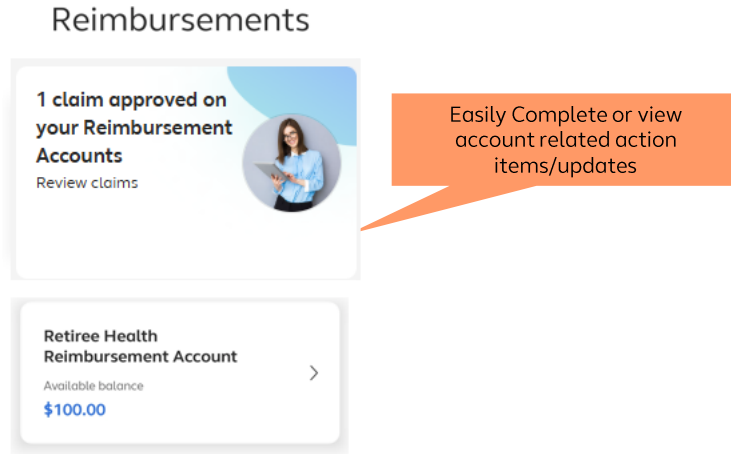
How it works

– Top 6 Recommendations/To-Dos with due dates directly on the Reimbursements screen

– Users will have the ability to click on these cards, which will navigate them to the corresponding detail pages. There, they can review additional information and take any necessary actions as required.

Added Value

– Provides a quick and efficient way to track upcoming task or account updates without navigating through the app

– Seamless integration across mobile and web channels for managing To-Do list.

– Streamlined workflow ensures productivity and control regardless of location.

Feature Details: Native Claim Submission Flow

What is it ?

- Customers can now enjoy a more streamlined reimbursement process with the introduction of native document upload, photo capture, and file select features on the Alight applications for Smart Choice clients.

Why is this valuable ?

- Submit claims directly within the app interface for a seamless and integrated experience that saves time and simplifies the overall process for users
- One Stop shop of Reimbursement account features

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Appendix – More detail