

# Filing Claims Employee Handout



**FILE CLAIMS  
QUICKLY**

When you pay for eligible expenses out of pocket, filing a claim lets you receive reimbursement and take advantage of your pre-tax benefits. With Mercer Marketplace, the claim filing process is quick and simple. Your mobile app and online account let you file a claim with just a few taps or clicks.

**Note:** You don't need to file a claim for purchases made with your Mercer Marketplace debit card. However, you may still need to submit documentation via your mobile app or online account on those claims.

## THE EASIEST WAYS TO FILE CLAIMS

### Mobile App

You can file claims and submit documentation in seconds using the Accounts by Mercer Marketplace mobile app. Our app is the quickest and easiest method for filing claims and submitting documentation. Just use your phone's camera to take a picture of documentation and upload it on the spot.

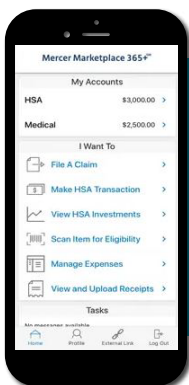
The app also allows you to:

- Get instant notifications on the status of your claims.
- Check your balance and view account activity.
- Reset login credentials and log in with a four-digit PIN.
- Report a card as lost or stolen to keep your account secure.

### Online Account

You can also file claims through your online account by clicking on the "I Want to" button at the top right corner of any page and selecting "File a Claim" from the drop-down menu.

**Note:** You may also file a claim by submitting an Out-of-Pocket Reimbursement Request Form and supporting documentation via fax or mail.



**DOWNLOAD THE APP  
FOR FREE ON APPLE AND  
ANDROID DEVICES**



**Mercer Marketplace 365+<sup>SM</sup>**

Revised 07/29/22  
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