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Welcome to MBI

GMR Associates has recently upgraded from Repayme.com to Metavante (a.k.a. MBI, BPS, FIS) . Below are the instructions to access the new and improved website .

Please go to www.mbicard.com to access your "Participant Portal" to create your new account.

1. Enter your First and Last Name
2. Enter your SS# as the "Employee ID"
3. Enter your employer ID (must be obtained from your employer or GMR) or if applicable, your debit card #
4. Create a User ID
5. Create your password
6. Enter your mother's maiden name
7. Enter your Birth City
8. Enter your email, if you wish to receive email communications, and check the box
9. Click Submit.

If you forget your password, you can click the "forgot password" link.

1. Enter your Employee ID (this is NOT the user ID you created)
2. Enter your Mother's maiden name
3. Enter Birth City
4. Create a new password

If you have any difficulty creating your new account, resetting a password or questions regarding your account, please contact (800) 724-4817 x 133 or claims@gmr-usa.com



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Once you have set up your new account and are logged into the participant portal you will see a tool bar along the left side of the page. This tool bar has lots of valuable information for your account, please browse the different sections of the portal.

How to Submit an FSA/DCAP claims online :

1. Under "My Accounts" select "Request Reimbursement"
2. Click "Add New"
3. Enter claim information
4. If possible, you can scan and attached the receipts as a PDF
5. Click "OK"
6. When all your claims are entered, you must read and confirm the certification
7. Click "Submit"

If you chose to scan and attach your receipts to the claim, you are finished. If you did NOT scan and attach your receipts, follow these additional steps.

8. Click "View Receipt Submittal Form"
9. Print this form and submit to GMR along with receipts.

GMR Processing:

GMR processes claims every Monday. Any claims received by Monday morning at 10:00 a.m. will be picked up for processing that week.

Reimbursements checks (if generated by GMR) are mailed no later than Thursdays of the same week **

If there is a question or problem with your claim, you will be contacted by our claims processor.

*** If your employer sends funds to GMR and their account is not sufficient enough for reimbursement, the checks may not be released. If you would like to know whether or not your check was definitely mailed, please send an email to claims@gmr-usa.com or call (800) 724-4817x 133 and our claims processor can confirm this information.*