



LOGGING IN TO YOUR MEMBER ACCOUNT

LOGIN INSTRUCTIONS

It sure is easy.

1. Visit [Surency.com](https://surency.com). Select [Login](#) in the top right hand corner, then select [Member - Reimbursement Account](#).
2. Select [Create your new username and password](#) under [New User](#) on the right side of the screen.

You must be enrolled in our system either by yourself, your employer or a Surency representative before you will be able to access your Member Account. If you have already registered for your Member Account during online enrollment or you have participated in a prior Plan Year with Surency, please disregard the information below as your username and password have not changed.

We recommend using Google Chrome when registering for and/or visiting your Surency Member Account.

Note: If you experience any difficulty signing in to your Surency Member Account, please call Customer Service at 866-818-8805.

Existing Users

Username [Forgot Username?](#)

[Next](#)

New User?

New users can create a new account to get started.

[Get Started](#)

Contact Us - Call Surency Flex at (866) 818-8805, Toll Free at (866) 818-8805 or Email us at flex@surency.com

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SURENCY MEMBER ACCOUNT: LOGIN INSTRUCTIONS

FIRST TIME LOGGING IN TO YOUR MEMBER ACCOUNT?

It sure is easy.

3. To start, please verify your identity.

The screenshot shows the 'Verify User' form. At the top, there is a blue header with the Surency logo and the tagline 'It sure is easy.' Below the header, the title 'Verify User' is displayed. The form contains a section titled 'Complete the information below to verify your identity.' with a '*Required' label. The form fields include: 'First Name*', 'Last Name*', 'Zip Code*', and 'Identification Number (select one)'. Under 'Identification Number', there are two options: 'SSN*' (selected) and 'Employee ID*'. The SSN field is a three-part input with dashes. The 'Employee ID' field is a single input. At the bottom of the form, there are 'Cancel' and 'Next' buttons.

4. You will need to set your security questions and answers to complete your user setup.

The screenshot shows the 'Security Questions' form. At the top, there is a blue header with the Surency logo and the tagline 'It sure is easy.' Below the header, the title 'Security Questions' is displayed. The form contains a section titled 'Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.' with a '*Required' label. The form fields include five questions, each with a dropdown menu and a text input field: 'What city were you born in?', 'What is the first name of your spouse's mother?', 'What is the middle name of your oldest sibling?', 'What is the middle name of your youngest sibling?', and 'What is the model of your first car?'. All dropdown menus are set to 'Surency'. At the bottom of the form, there are 'Cancel' and 'Next' buttons.



SURENCY MEMBER ACCOUNT: LOGIN INSTRUCTIONS

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5. Set your login information.

Contact Information

This information will be used to recover your account if you forget your username or password. *Required

Email Address*

Confirm Email Address*

Alternate Email Address (recommended)

Confirm Alternate Email Address (recommended)

Mobile Phone Number Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone Select a Time Zone...

Create Username and Password

Username* *Required

Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-).

Password*

The password must: - Have a minimum of 10 characters & 20 character max - Not be one of your last 3 passwords - Contain at least one number

Confirm Password*

You are ready to begin managing your account online or via the Surency mobile app!



MANAGE YOUR BENEFITS

You have 24/7 access to your account through the Surency Mobile App or on your Member Account at Surency.com.



Scan to download the
Surency Mobile App!

