



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

New User?

Username Forgot Username?

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.

Verify User

Complete the information below to verify your identity. *Required

First Name*

Last Name*

Zip Code*

Identification Number (select one)

SSN* - -

OR

Employee ID*

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

Security Questions

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. *Required

What city were you born in? Surency

What is the first name of your spouse's mother? Surency

What is the middle name of your oldest sibling? Surency

What is the middle name of your youngest sibling? Surency

What is the model of your first car? Surency



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.

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

Create Username and Password

Username*

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!

