

Learn More

Talk to an expert. Your WageWorks sales representative can provide you with more information.

Or visit www.wageworks.com.

About WageWorks

WageWorks (NYSE: WAGE) is a leading provider of Consumer-Directed Benefits (CDBs) in the United States. WageWorks administers and operates a broad array of CDBs, including pre-tax spending accounts, such as healthcare and dependent care Flexible Spending Accounts (FSAs), as well as Commuter Benefit Services, including transit and parking programs, Health Savings Accounts (HSAs), Health Reimbursement Arrangements (HRAs), and other employee benefits.



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OVERVIEW

WageWorks Consumer-Directed Benefits

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For Happier, Healthier, and More
Productive Employees

WageWorks offers a comprehensive portfolio of Consumer-Directed Benefits to employers of all sizes, in all industries.

WageWorks is committed to technology innovation, consumer engagement, service excellence, and industry leadership.

With WageWorks, employers can maximize employee participation rates and return on benefits program investments.

Everyone Benefits from Consumer-Directed Benefits

Happier, Healthier, and More Productive

WageWorks cares about people and wants to empower everyone—employees and their families—to lead healthier, happier, and more productive lives by taking advantage of Consumer-Directed Benefits.

Consumer-Directed Benefits are programs that enable employees to use pre-tax dollars to pay for everyday expenses, like healthcare, dependent care, and commuting. Paying for these expenses with pre-tax money can yield pretty extraordinary results.

Consumer-Directed Benefits help employees and employers alike. Employees take home more money from their paychecks by reducing the amount of their income that is taxed. Employers improve their bottom line since every dollar contributed to Consumer-Directed Benefits is exempt from their payroll tax calculation.

But the value of these programs isn't just financial. Employees feel a sense of loyalty when they believe their employers recognize and help support their lives. Consumer-Directed Benefits help employees better manage the parts of their lives that make it possible for them to do their best work while at work. In turn, employers can benefit from lower employee turnover and higher rates of productivity.

Choice, Flexibility, and Stability

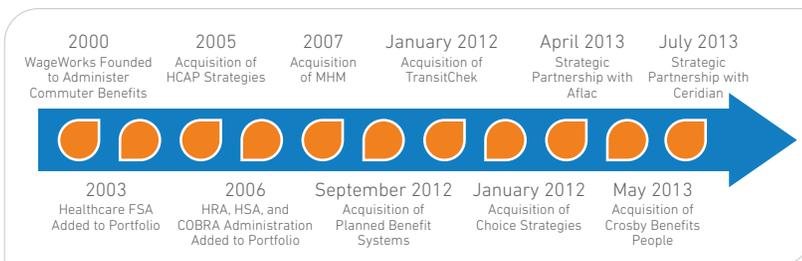
Consumer-Directed Benefits aren't an ancillary part of our business—they are our business. They've been our primary focus since our start in 2000.

As WageWorks has grown and evolved, we've never lost sight of our main goal: to create and administer Consumer-Directed Benefits programs that benefit everyone.

WageWorks is one of the largest independent benefits administrators in the country. Regardless of the health insurance carrier, payroll administrator, or financial services firm your company uses, you can rest assured WageWorks Consumer-Directed Benefits will work with your benefits program.

Our broad portfolio isn't the only reason employers choose WageWorks to administer their benefits programs. Employers choose WageWorks because of our:

- Technology innovation
- Consumer engagement
- Service excellence
- Industry leadership



Since our founding in 2000, WageWorks has built a comprehensive portfolio of Consumer-Directed Benefits. Today, WageWorks is a market leader.

A Comprehensive Benefits Portfolio

Our comprehensive Consumer-Directed Benefits portfolio includes:

- Spending account programs, such as Healthcare and Dependent Care Flexible Spending Accounts, and Health Savings Accounts
- Health Reimbursement Arrangements
- Commuter benefits, such as transit and parking programs
- Wellness and education reimbursement programs
- Other benefit administrative services including COBRA, direct billing, and benefit eligibility and enrollment

Technology Innovation

Since 2000 WageWorks has harnessed the power of technology to make Consumer-Directed Benefits easier to administer, manage, and use. We are constantly evolving. From online claims processing to the latest consumer mobile technology, WageWorks is at the forefront of innovation.

Our Consumer-Directed Benefits are delivered as a service. This software-as-a-service delivery model is cost-effective and highly scalable. All benefits programs can be accessed using a standard web browser on any internet-enabled device. There's no hardware or software for your company to install or maintain. There are no upgrades to manage—enhancements to benefit offerings are made automatically.

This flexible delivery model moves with you and your employees—from your laptop to smartphones and tablets—making WageWorks Consumer-Directed Benefits easy to manage and use anytime.

State-of-the-Art Technology Platform

All WageWorks Consumer-Directed Benefits are delivered through a state-of-the-art, proprietary technology platform that includes:

- **Self-service web portals** for employers and employees
- **Integration services** to aggregate data from employers and insurance companies
- **Applications**, such as those from Health Savings Account investment managers and payment card networks
- **Shared business services**, such as collateral printing and fulfillment

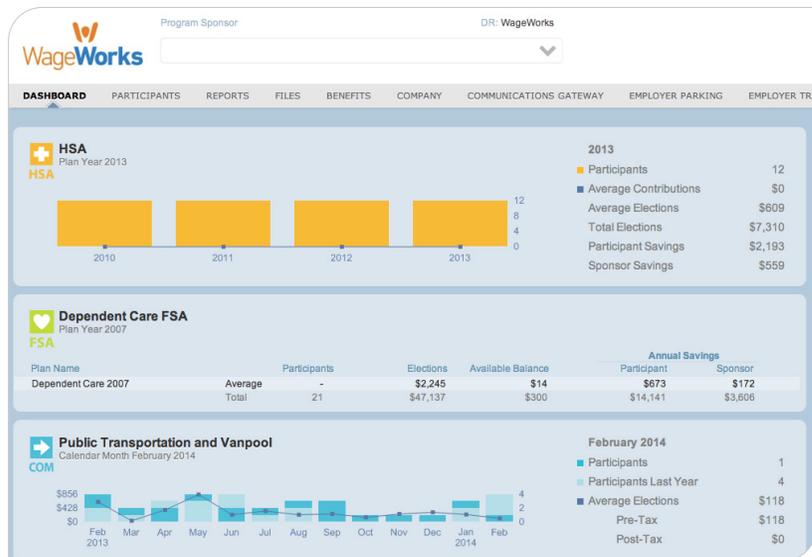
Powerful Employer Portal

The WageWorks Employer Portal is your benefits central command. It provides a complete, accurate, and real-time view of your entire benefits program, including employee enrollment rates, program return on investment, and tax savings.

This portal was designed expressly for the people in your human resources organization who manage employee benefits. From a single, intuitive, easy-to-navigate website you can access and manage all your benefits programs.

All WageWorks Consumer-Directed Benefits are supported on the single, proprietary WageWorks Platform.

- One integrated platform
- One file format
- One healthcare card
- One set of payment options
- One toll-free customer service phone number



The WageWorks Employer Portal is your benefits central command. You get a complete, accurate, and real-time view of your entire benefits program.

Consumer Engagement

Benefit programs can be hard to understand. Employees can be intimidated by the complexity. They don't have time to read the fine print or navigate a new process, so they opt out. This means they lose out on savings—and so does your company.

Informed employees are engaged employees. They're more likely to enroll in your company's Consumer-Directed Benefits, fund their benefit accounts fully, and become advocates for your benefit programs. As a result, your company gets more return on its benefits investment.



Virtual benefit fairs are another example of how WageWorks helps drive employee enrollment and engagement in your Consumer-Directed Benefits.

WageWorks knows how to simplify Consumer-Directed Benefits so that everyone benefits—employers and employees alike. We serve as your trusted benefits advisor, supporting you and your employees at each and every step—from open enrollment and beyond. We provide you with employee outreach, education, and direct support to help your employees understand the value of their benefits and encourage full participation.

Comprehensive Learning Resources

In addition to administering benefits, WageWorks educates, advocates, and consults with employers on all aspects of Consumer-Directed Benefits. We help you convey important benefits information to employees.

We simplify the message and the process. We provide you with a broad range of tools to help your employees learn about their benefits and determine how best to use them to maximize savings.

Custom Employee Communications

WageWorks creates employee communications can be tailored to your company and its specific plan requirements. These communications can be printed, mailed, emailed, or posted to your company intranet. You can download, print, and track collateral orders quickly and efficiently using the WageWorks Media Store.

“ Thank you for all of your help... Whenever I have had reason to contact anyone [at WageWorks] it has always been a pleasant experience. Everyone I have come in contact with has been nothing less than professional, courteous and very helpful in a most pleasant way. It is unusual to find a company with such high standards. Thank you again for all your help. ”

Human Resources Representative, AP&G, Inc.

Service Excellence

From plan design and enrollment management to account recordkeeping and claims processing, WageWorks strives to deliver superior service to our clients. Our commitment to service drives everything we do.

We work hard to make it easy for you to offer Consumer-Directed Benefits to your employees. Think of WageWorks as an extension of your benefits team or human resources department. You can leverage our knowledge and experience with IRS rules, eligibility requirements, and benefits program details so you can focus on your core business.

Dedicated Relationship Management

Experienced WageWorks service professionals, led by a Relationship Manager, can guide you through every stage of your WageWorks experience. Your Relationship Manager oversees all aspects of your account to ensure you are completely satisfied with our products and services.

You can count on your Relationship Manager to:

- Be the point of contact for everyday questions
- Coordinate with you on timely communications to drive enrollment and participation
- Provide quantitative and qualitative insights into your program performance
- Perform periodic reviews and satisfaction surveys

Customer Service Center

The WageWorks Customer Service Center was created with a single goal in mind: to keep your employees enrolled in and delighted by the Consumer-Directed Benefits your company offers. We strive for accuracy, speed, courtesy, and genuine care in each and every interaction with your employees.



A commitment to service excellence drives everything WageWorks does.

“As a broker, we deal with a lot of different insurance carriers and third-party administrators, and I have to say I cringe when an account is not written with [WageWorks]. ... It is nice to have someone get back to you promptly with a positive attitude. I never have to second guess [my Relationship Manager’s] answers to my questions. You could tell she takes pride in her job.”

Dawn Bartel
Senior Account Manager, Island Group Plans

WageWorks reviews and analyzes IRS Regulations, the latest Department of Treasury guidance, and benefits program eligibility requirements so that you don't have to. We keep you informed and current on the latest industry developments and regulatory changes through:

- Compliance updates and alerts
- Regulatory briefings
- Webinars and newsletters

Industry Leadership

Industry leadership is one of the many reasons why more than a third of Fortune 500 companies and half of Fortune 100 companies depend on WageWorks as their trusted benefits administrator.

WageWorks understands the complexity of Consumer-Directed Benefits. With our extensive experience in benefits administration, financial services, and human resources, we recognize the cost pressures associated with administering them. We deliver these benefits more efficiently and cost-effectively than employers can themselves.

Compliance and Legislative Support

WageWorks is actively engaged in shaping the benefits arena nationally. Whether it's on the subject of healthcare reform, healthcare expenses in retirement, or commuting expenses, you can expect WageWorks to influence the national debate.

WageWorks is dedicated to supporting the compliance and legislative needs of employers and their employees. We have our own Chief Compliance Officer whose responsibilities include:

- Designing and developing flexible, industry-leading Consumer-Directed Benefits offerings
- Ensuring WageWorks offerings are kept up-to-date, even when rules and regulations change, so employers can rest easy knowing their benefits programs are in full compliance with the law
- Working with the U.S. Congress, IRS, and Departments of Treasury, Labor, and Health and Human Services to educate and influence regulatory guidance for Consumer-Directed Benefits
- Educating and guiding employers on trends, new laws, and big issues such as healthcare reform

Over several years WageWorks worked with the U.S. Department of Treasury and legislators to change the healthcare Flexible Spending Account "Use It or Lose It" rule in 2013 to provide employers, employees, and their families with more control and flexibility in managing out-of-pocket healthcare expenses.



Our Clients

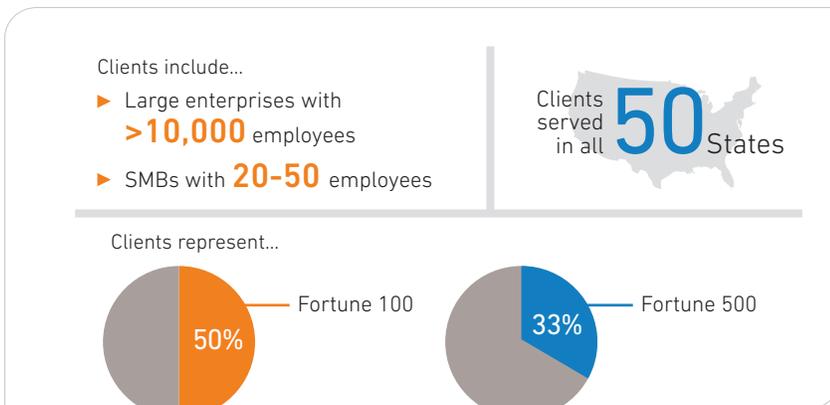
With more than 45,000 employer clients and more than 3.8 million employee customers, WageWorks is a leading provider of Consumer-Directed Benefits in the United States.

Our clients include employers in every industry—from the public sector to transportation, manufacturing, consumer packaged goods, high tech, retail, and financial services. WageWorks clients range in size from large enterprises with thousands of employees to small businesses with fewer than 20 employees.

Our Consumer-Directed Benefits and industry leadership are among the reasons why clients select WageWorks as their trusted benefits administrator—and stay with us year after year.

“WageWorks was able to provide service directly to virtually all of our employees taking part in the program. Paperwork and actual media such as bus passes and their very extensive catalog of transit vouchers reached our people very quickly.”

Wendy Weaver
Program Manager of Enterprise Commuting Programs, Boeing



Companies of all sizes, in all industries, rely on WageWorks Consumer-Directed Benefits.