



When you receive your MBI Flex Debit Card, write down the card number and keep it in a safe and secure place for future reference. Please follow the steps below to create a MBI account login. In the event that your card is lost or stolen, you can login to the MBI website and quickly deactivate your card at any time. During normal business hours (Monday – Friday, 7a.m. - 6p.m. MST), you may call Allegiance (1-877-424-3570) to deactivate your card.

1. Go to www.benefitspaymentsystem.com.
2. Choose “Participant Login.”
3. Choose “Create Account.”
4. Enter your name.
4. Enter your employee ID – this is your Social Security number or the ALT ID assigned to you by Allegiance.
4. Enter your card number.
5. Create a “User ID” - 4 character minimum/ 20 character max, letters or numbers only.
6. Create a “Password” - 7 character minimum /20 character max, at least one letter and one number.
7. Enter your mother’s maiden name or a security word.
8. Enter your City of Birth.
9. Enter your email address.
10. Click “Send E-mails” if you would like statements emailed to you.
11. Click “Submit.” You may now login to your MBI account at any time.
12. The next time you login, you will be asked to change your password (7 character minimum /20 character max, at least one letter and one number).

If your card is lost or stolen - You may deactivate your debit card at anytime by logging in to your account on the MBI web site. To deactivate your lost or stolen card:

1. Go to www.benefitspaymentsystem.com and login to your account.
2. Click the “Home” tab.
3. Click “Lost/Stolen.”
4. Enter your card number (the drop down box will display your card number).
5. Enter your ID (SSN or ALT ID) and check the “Issue a new card” box.
6. Click “Submit.” Your card is now inactive.

The Allegiance Customer Service Team is also available to deactivate your lost or stolen card. You may contact Allegiance via email (www.allegianceflexadvantage.com - “contact us”) or telephone (1-877-424-3570). You may leave a voice mail if the hours are outside of Allegiance normal business hours. Allegiance will deactivate the card (the next business day if you leave a voice mail). In the event unauthorized card transactions have been made with your card, Allegiance will provide you the steps to submit a fraudulent use claim.

