



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.allegianceflexadvantage.com](http://www.allegianceflexadvantage.com).
2. Choose “Flexible Benefit Plans - I am a Member.”
3. Choose “Debit Card Information.”
4. Choose "Debit Card Transaction Details."
5. Login to the Allegiance online site
  - Your **Username** will be your permanent website login and is case-sensitive. Create a unique Username with 1-20 characters in length.\*Make note of your Username **EXACTLY** as you type it
  - Subscriber** = Employee
  - Participant ID** = Your SSN or the Employee ID that identifies you in the Allegiance system. If you have health benefits, this number can be found on your ID card.
  - Personal information must match what is in the Allegiance system. If you receive an error in verifying this information, confirm you have entered all fields correctly. If so, contact Allegiance at the number listed above.
6. Once you have logged onto the Allegiance site click on Additional Tools- Debit Card Transactions.
7. You may now login to your MBI account at any time.

**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.allegianceflexadvantage.com](http://www.allegianceflexadvantage.com) and login to your account.  
Once logged in to the Allegiance Online site click on Additional Tools- Debit Card Transactions.
2. Click the “Debit Card” 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](http://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.

