



# Maven Wallet *Experience Enhancements*

## What's new & enhanced with Maven Wallet

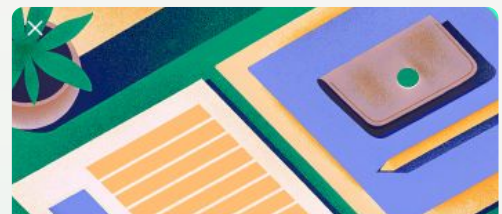
We've heard your feedback — and we've made meaningful investments in the Wallet experience. Here's what you can expect for your members and your team.

### REAL-TIME REIMBURSEMENT TRACKING [NEW]

Reimbursement status questions previously drove one in three inbound member inquiries. We heard that and built a solution. Members now have a live view of every claim inside the Maven app, so the answers are always right there, without anyone needing to call, email, or loop in HR.

Here's how the experience works end to end:

- 1 Submit** — Members upload receipts and itemized invoices directly in the app after incurring an eligible expense.
- 2 Track** — Members see a clear checklist of what's been received, what's still pending, and where their claim is in review. If anything is missing, they're prompted with exactly what to upload.
- 3 Outcome** — Members are notified the moment their expense is approved or denied. Approved expenses are paid out via the method your program uses — direct deposit or payroll.
- 4 Appeals** — If a claim is denied, members receive clear next steps on when and how to appeal the claim. The result: your benefits team stays focused on strategy, not status updates.



#### Your claim status

Stay in the loop as your claim moves throughout the reimbursement process.

●	Claim submission	Jun 29
●	Document review	Jul 5
●	Coverage check	Jul 10
●	Approved	Jun 29
○	Reimbursed	Jul 5

Your reimbursement has been deposited to your bank account on file.

If members have a question about the status of their reimbursement after checking the tracker, they can reach out to the Maven Benefit Services Team via phone support or in-app message.



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DEDICATED WALLET PHONE SUPPORT LINE [NEW]

+1 (888) 861-1329

## **Dedicated live phone support for Maven Wallet members navigating their Wallet benefits**

Maven Wallet members now have access to a dedicated phone line for real-time assistance with their Wallet benefits. Whether Wallet members have questions about reimbursement status, eligible expenses, or how to submit a claim, they can connect directly with a Maven specialist for immediate live help.

This line is *exclusively* available to Maven Wallet members and is designed to make the Wallet experience as seamless as possible.

Live phone support is available to members globally:

- + Monday–Friday, 9:00 AM–9:00 PM ET
- + Saturday–Sunday, 10:00 AM–5:00 PM ET, excluding holidays

*Please convert these hours to your local time zone to find when the Maven team is available to support you.*

REIMBURSEMENT PROCESSING ENHANCEMENTS [ROLLING OUT JULY 2026]

As Maven Wallet has grown, so has our commitment to the infrastructure behind it. We're upgrading how reimbursement claims move through our system to deliver faster turnarounds, more consistent decisions, and a cleaner path from submission to reimbursement.

For your team, this means fewer member escalations and a more predictable process. For members, it means a smoother, faster experience with Maven owning the outcome end to end.

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Questions? Reach out to your Maven Client Success contact.