VIA BENEFITS™

Processing Time When Submitting Reimbursements

Mail versus Online or Mobile App

Submitting a reimbursement request

Mail submissions take 2-10 days to arrive at our facility

Processing a request

Our processing team takes 2-5 days to validate and process your request

Your request is approved

Receive the money in your bank account in 3 days

! If there are any issues with your request submitted by mail, it could take an additional **10 days** to address.

Up to 10 days → Up to 5 days → Up to 3 days → **Total Reimbursement Time: 7-18 days!**

Validated instantly → Up to 5 days → Up to 3 days → **Total Reimbursement Time: 5-8 days!**

Submitting a reimbursement request

Electronic submissions online or via our mobile app are validated instantly with correct information

Processing a request

Our processing team takes 2-5 days to review and process your request

Your request is approved

Receive the money in your bank account in 3 days

! If there are any issues with your request submitted online or by mobile app, Via Benefits notifies you immediately; you can fix the request and re-submit the same day.