

# Product/Service Information



## Employee Benefit Solutions

### File Transfer Tool

The EBS File Transfer Tool is available in the EBS Web Portal. The tool allows EBS Portal users to securely transfer files and automatically send notifications to other File Transfer Tool users. Here are some details regarding the EBS Web Portal and File Transfer Tool:

- File Transfer Tool users must be registered EBS Portal users. Please email the following verifiable information to [support@ebenefitsolutions.com](mailto:support@ebenefitsolutions.com) to request access to the File Transfer Tool:
  - User's Full Name and Title
  - Business Name
  - Telephone Number
  - Business E-mail Address

Note: User Registration must be processed at least three (3) days in advance of using the EBS Portal.

- E-mail notifications are sent as standard text e-mails to the e-mail address on file for each contact
- As the EBS File Transfer Tool is a transfer system and not an archive, users have 30 days to download a file. After this period of time the file will become unavailable.
- All parties must agree to the EBS Portal Terms and Conditions upon the initial use of the EBS Portal.
- It is preferred that all EBS Portal client or vendor have separate user registrations for accountability purposes and additional security. Similarly, please notify EBS if a Portal registration (user account) should be terminated or they change roles within the organization and no longer require access.