

Frequently Asked Questions

BenefitWallet to HealthEquity Transition

Transition Overview

What is happening to my Health Savings Account (HSA)?

HealthEquity, a leading administrator of HSAs and other consumer-directed benefits, is becoming the new custodian of your HSA. No action is required by you to initiate this transfer. Your HSA will be automatically transferred to HealthEquity unless you choose to move to another HSA provider.

When will this transfer happen? What dates should I be aware of?

You can view a full transition timeline, including important transfer dates, on your transition site:

www2.healthequity.com/benefitwallet2/members/.

Do I need to take any action to initiate the transfer?

No action is required by you to initiate this transfer. Your HSA will be automatically transferred to HealthEquity unless you choose to move to another HSA provider.

What will happen to my cash balance?

Your cash will be allocated to an interest-bearing group annuity contract issued by one of HealthEquity's insurance company partners.¹ If desired, you can choose to have your cash deposited in an account held at a federally insured financial institution after the transfer.

Applicable HSA interest rates can be viewed on your transition site.

What will happen with my HSA investment² balance?

If you hold mutual funds in your BenefitWallet HSA investment account, your mutual fund balances will transfer in-kind to HealthEquity, except for the Fidelity Money Market Government Portfolio (FRGXX) or any other mutual funds not transferred in-kind. Any funds that do not transfer in-kind, such as Fidelity Money Market Government Portfolio (FRGXX), will be liquidated to cash and transferred to HealthEquity with your cash assets.

Following the transfer, you will be able to move amounts (including the amounts liquidated to cash) to new investments. The HealthEquity HSA investment platform offers a lineup of 31 low-cost, diversified Vanguard mutual funds that will be available for new investment at HealthEquity. Account holders must maintain a minimum cash balance of \$1,000 in their HSA before they can invest any cash balance above that amount.

Certain mutual funds transferred in-kind to HealthEquity will be closed to new investment (“Freezing Funds”). Individuals will be allowed to hold their investment in Freezing Funds or sell at any time.

Will I have continuous access to my HSA throughout the transition?

No. In order to facilitate the transfer to HealthEquity, there will be a period during which you will not be able to transact in your HSA or make any changes to your HSA investments. This period is called a “blackout period.”

The blackout period begins the process of closing your HSA with your prior HSA custodian, which includes freezing the existing account until after the transfer date. Please make other arrangements to pay for any qualified expenses you may have in the interim.

Investments are subject to market conditions during a blackout period, so investment balances may be higher or lower after a blackout period.

You can review blackout period dates in the timeline on your transition site.

Will my username and password be transferred from BenefitWallet?

No. HealthEquity will send you a welcome kit in the coming weeks with instructions on how to access your new HSA.

What fees will apply to my HealthEquity account?

HealthEquity’s HSA fee schedule will be included with the resignation letter that you receive from BenefitWallet and Bank of New York Mellon, and again in your HealthEquity welcome kit. You can also view these fees on your transition site.

If I have multiple HSAs at BenefitWallet, what will happen to those accounts?

All of your BenefitWallet HSAs will be consolidated into one HSA at HealthEquity.

If I already have an HSA with HealthEquity (or had one in the past), what will happen when my BenefitWallet HSA is transferred to HealthEquity?

The BenefitWallet HSA will be transferred into the existing HSA at HealthEquity.

Who will send tax statements for tax year 2024?

For tax year 2024, you will receive two sets of tax forms (i.e., Form 1099-SA and Form 5498-SA). Your previous custodian will send a set a tax forms for the period in which they were the custodian, and HealthEquity will send a set of tax forms for the period in which they are the custodian.

Getting Started with Your HealthEquity Account

How can I access my new HealthEquity account?

HealthEquity will send you a welcome kit in the coming weeks. Within the welcome kit, you'll receive your new HealthEquity® Visa® Card³, instructions for accessing your new HSA, and your Custodial Agreement.

Will my username and password be transferred from BenefitWallet?

No. HealthEquity will send you a welcome kit in the coming weeks with instructions on how to access your new HSA.

Will HealthEquity send me a new debit card?

Yes, HealthEquity will send you a welcome kit in the coming weeks with your new HealthEquity® Visa® Card. A card will be issued in the primary account holder's name. If you would like to order a card for any additional dependents, you may do so on the HealthEquity member portal.

How can I contribute to my HealthEquity HSA?

There are two ways to contribute to your HealthEquity HSA:

1. **Payroll Contributions.** Talk to your benefits team or log into your employer's self-service benefits portal (if available) to make changes to pre-tax contributions. You'll decrease your taxable income while increasing the amount of money available to use for qualified medical expenses.
2. **Online Account.** Add extra money to your HSA at any time via your online HealthEquity account. Although these contributions are made with after-tax dollars, you may be able to deduct them at tax time. Be sure to consult your tax professional for complete details.

Will I need to update dependent information after the transition?

Yes, you will need to add dependent information to your HealthEquity account after receiving your welcome kit from HealthEquity. You may then order new debit cards for dependents, if desired. BenefitWallet authorized signer information, debit cards, and checkbooks will no longer be valid after the transfer.

Will I need to update beneficiary information after the transition?

Yes, you will need to add beneficiary information to your HealthEquity account, if desired, after receiving the welcome kit from HealthEquity with your new account information.

Using Your HSA Funds

Can I withdraw funds at an ATM?

HealthEquity offers free Electronic Funds Transfer (EFT) reimbursements into personal checking/savings accounts; however, the HealthEquity® Visa® Health Account Card cannot be used to distribute cash at an ATM.

Will I receive a checkbook?

HealthEquity does not provide checkbooks. We do, however, offer free online bill pay through the HealthEquity Member Portal and mobile app.⁴

Do I need to update information with my providers for automatic payments?

Yes, you will need to provide the HealthEquity debit card number to any providers with recurring payments that currently use the BenefitWallet routing and account number or debit card.

Investing

What investment options are available?

HealthEquity offers 31 low-cost, diversified Vanguard funds, all of which are Morningstar Medalists.⁵ These include:

- 10 asset classes
- 11 target date funds
- 14 Morningstar Gold Medal Funds

HealthEquity investment options empower you to get more out of your HSA. Several investing services may be accessed through your HealthEquity HSA, enabling you to choose control or convenience.

What is the minimum balance to begin investing?

You must maintain a minimum cash balance of \$1,000 in your HSA before you can invest any cash balance above that amount.

What is the cost of investing?

Investments on the HealthEquity platform will be subject to investment fees (expense ratios) charged by the mutual funds, plus a monthly investment administration fee equal to 0.03% of your average daily investment balance (capped at \$10.00 per month). In addition, if you subscribe to Advisor, a web-based robo-advisory service offered by HealthEquity Advisors, LLC, you will be charged an additional monthly fee of 0.05% of your average daily advised balance (capped at \$15.00 per month).

¹Enhanced Rates option consists of interest-bearing group annuity contracts issued by participating insurance companies for your HSA cash balance. Principal and interest are subject to risk of loss and not covered by deposit insurance. Interest rates are subject to change. Basic cash option is a federally insured option for your HSA cash balance. Cash funds are held in an FDIC- or NCUA-insured institution and are eligible for deposit insurance, subject to applicable requirements and limitations. Interest rates are subject to change.

²Investments are subject to risk, including the possible loss of the principal invested and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. HSA holders may select Vanguard funds for investment through the HealthEquity investment platform but HealthEquity, Inc. does not provide investment advice. HealthEquity Advisors, LLC, a wholly owned subsidiary of HealthEquity, Inc. and an SEC-registered investment adviser, provides web-based investment advice to HSA holders that subscribe for its services (minimum thresholds and additional fees apply). Registration does not imply endorsement by any state or agency and does not imply a level of skill, education, or training. Investing may not be suitable for everyone. You should carefully consider the investment objectives, risks, charges and expenses of any mutual fund before investing. A prospectus and, if available, a summary prospectus containing this and other important information can be obtained by visiting the Vanguard website at vanguard.com. Please read the prospectus carefully before investing.

³This card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. Your card can be used everywhere Visa debit cards are accepted for qualified expenses. This card cannot be used at ATMs and you cannot get cash back, and cannot be used at gas stations, restaurants, or other establishments not health related. See Cardholder Agreement for complete usage restrictions.

⁴Accounts must be activated via the HealthEquity website in order to use the mobile app.

⁵Data as of May 26, 2023.

HealthEquity does not provide legal, tax or financial advice.