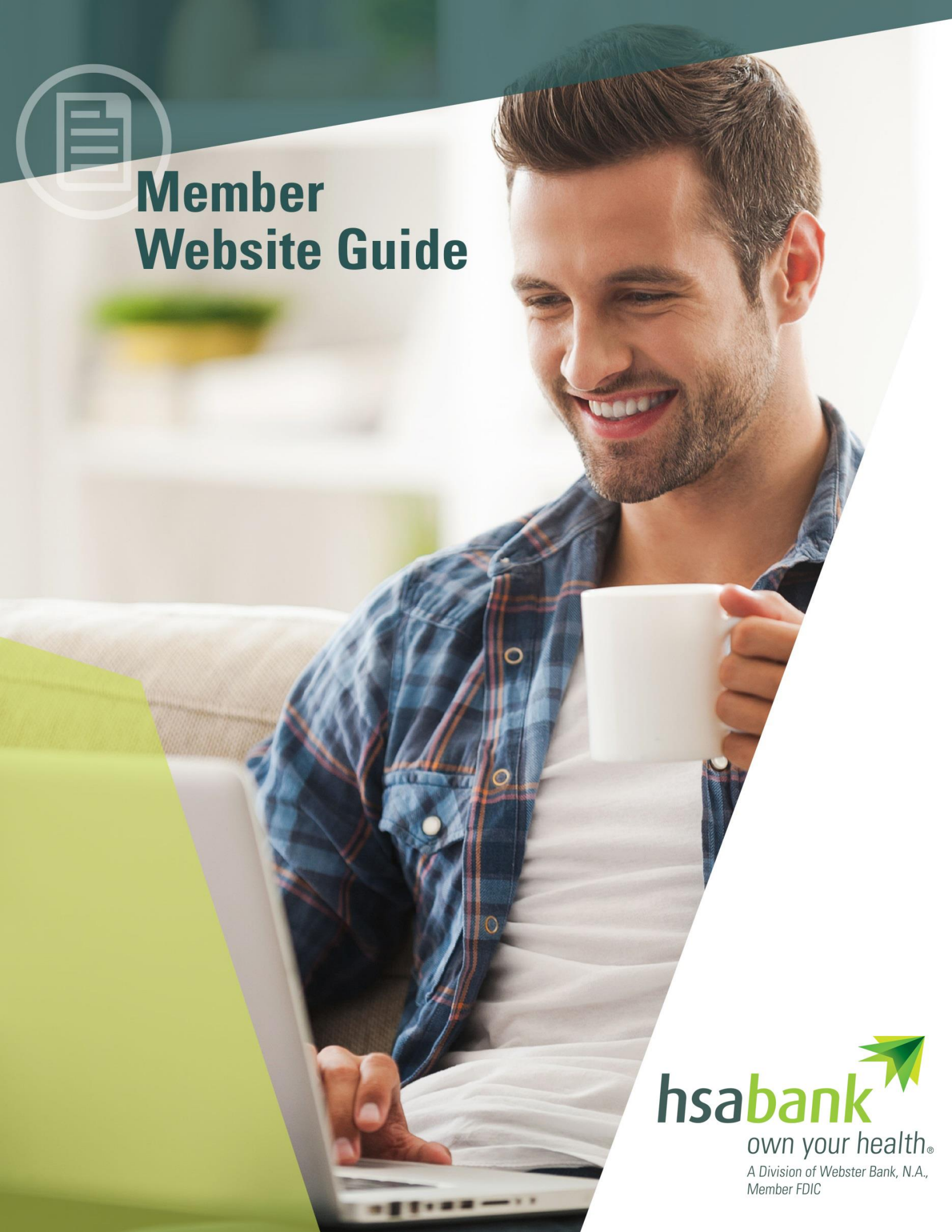




Member Website Guide



hsabank 
own your health.®
A Division of Webster Bank, N.A.,
Member FDIC

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Member Website Overview

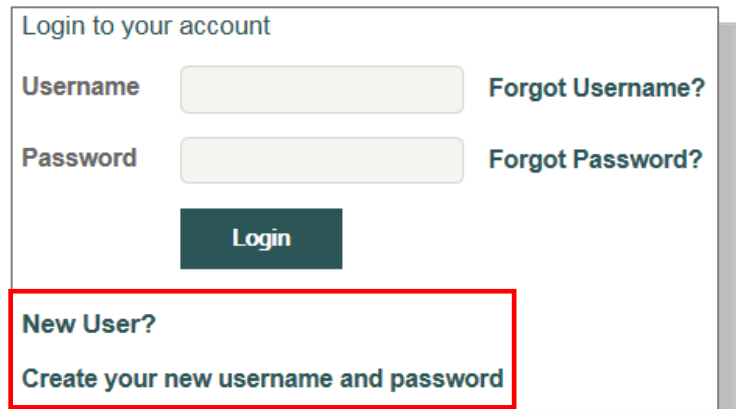
Welcome to HSA Bank! This guide will provide you with details about how to use the Member Website to manage your Health Savings Account (HSA). The Member Website gives you 24/7 online access to manage your account. Some of the key features you may want to take advantage of include:

- Checking your balance and account activity
- Pay Bill/Contribute (Online Contribution and Distribution setup)
- Managing your Investments (if applicable)
- Adding an Authorized Signer to your account
- Ordering additional debit cards
- myHealth Portfolio SM



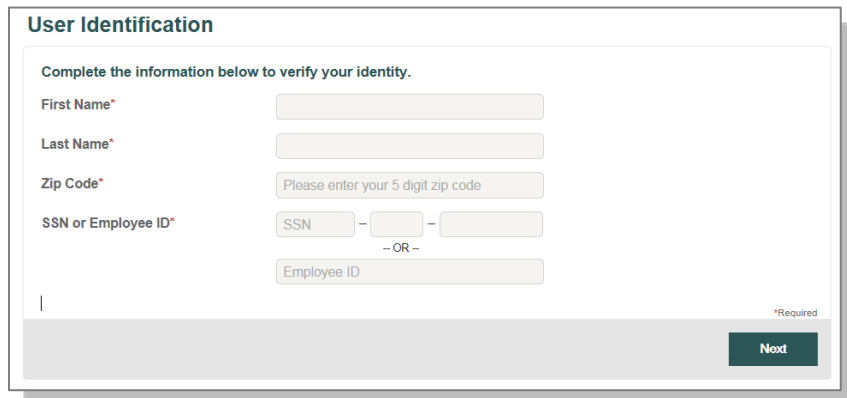
Initial Login Process

To create your account online, go to <https://hcsc.hsabank.com>. Select the 'Create your new username and password' link from the bottom of the page.



Step 1:

Enter the identifying information requested on the page.



Step 2:

Answer three security questions.
(The questions shown are sample questions).

Security Questions

Please enter an answer to any 3 security questions to complete your user setup. To keep your information secure, you will be asked to answer a question to complete sensitive actions within the portal such as resetting a forgotten password.

In which city was your father born? *

What is the first name of the eldest of your siblings? *

When is your oldest child's birthday (MM/DD)? *

*Required

Next

Step 3:

Create your Username and Password.

Change Username and Password

Please change your login information.

Username*
Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-).

New Password*
Your password must have a minimum of 8 characters. It cannot be one of your last 3 passwords. Allowable special characters include: exclamation mark (!), at sign (@), pound sign (#), dollar sign (\$), percentage sign (%), ampersand (&), and asterisk (*).

Confirm Password*

*Required

Submit

Step 4:

Please read and accept the Esign Consent and Online Services agreements. You must open the agreements and **scroll to the bottom** in order to select the check boxes.

Agreements

You must accept the terms and conditions for this account by reviewing and accepting all agreements listed below.

Esign Consent Agreement	Read and agree	Agreed
Online Services Agreement	Read and agree	Agreed
Fee Schedule		

Submit

Step 5:

Please enter and confirm your email address to ensure you receive notifications based on your elected preferences.

You will also confirm your delivery method preference for certain bank disclosures and notices.

Please note: You may update this information later by clicking on the **Statements and Notifications** tab, then **'Update Notification Preferences'**

Statements & Notifications / Update Notification Preferences

Contact Information

Email Address

Confirm Email Address

Please provide a valid and current email address to ensure that you are notified when important documents (such as your HSA Account Summary and Tax Statements) become available on the Member Website. You will need an email address to select any of the optional alerts.

Notifications

You will receive bank disclosures and notices, in addition to the items listed below, based on the delivery method you select below.

Delivery Method Online Paper and Online

For

- HSA Account Summary
- HSA Tax Documents

Future Login

When you return to log-in again, enter the username and password you created in step 3 and click Login. If your account is locked, please contact HSA Bank's Client Assistance Center at 855-731-5220.

Forgot Username/Password

If you have forgotten your username or password, click the appropriate link on the login page. Follow the steps to reset your password and/or recover your username.

Existing User?

Login to your account

Username [Forgot Username?](#)

Password [Forgot Password?](#)

Navigate from the Home Page

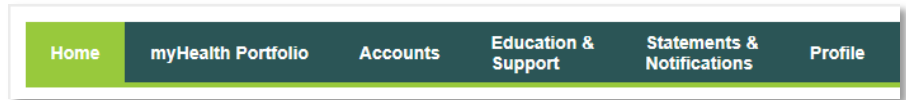
The HSA Bank Home Page will be displayed on your screen each time you log into the site. Each tab from your Home Page offers an easy-to-use navigation system for viewing information on your account.



- The left side of the Home Page provides “I Want To...” links to take actions related to your account:
 - a. Pay Bill/Contribute (Contribution or Withdrawal)
 - b. Manage Investments
 - c. Manage My Expenses

- Starting with the top navigation you may access information via the menu tabs at the top of the screen. Additionally there are a number of quick links throughout the body of each page that will be described as part of each tab.

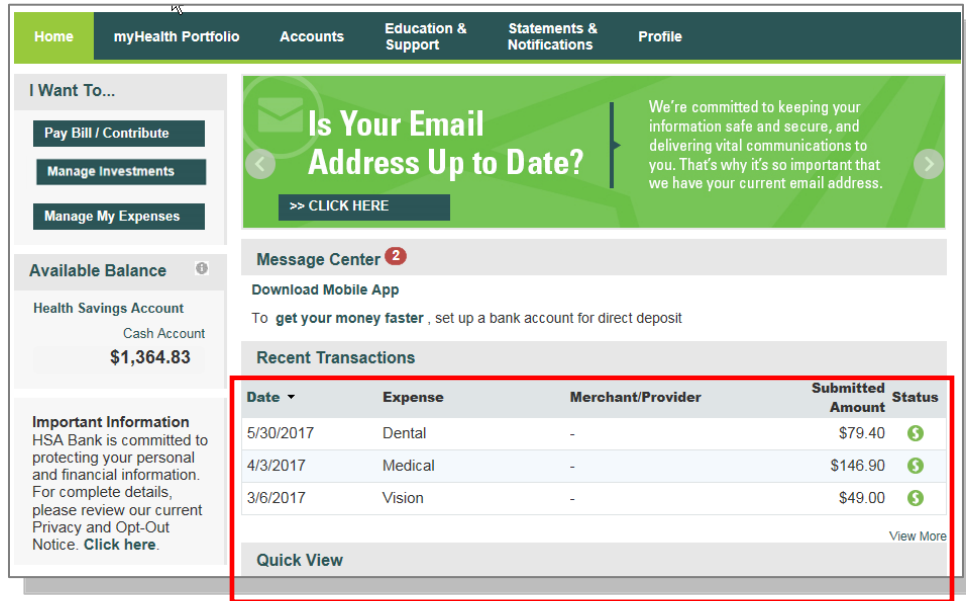
- Home
- myHealth PortfolioSM
- Accounts
- Education & Support
- Statements & Notifications
- Profile



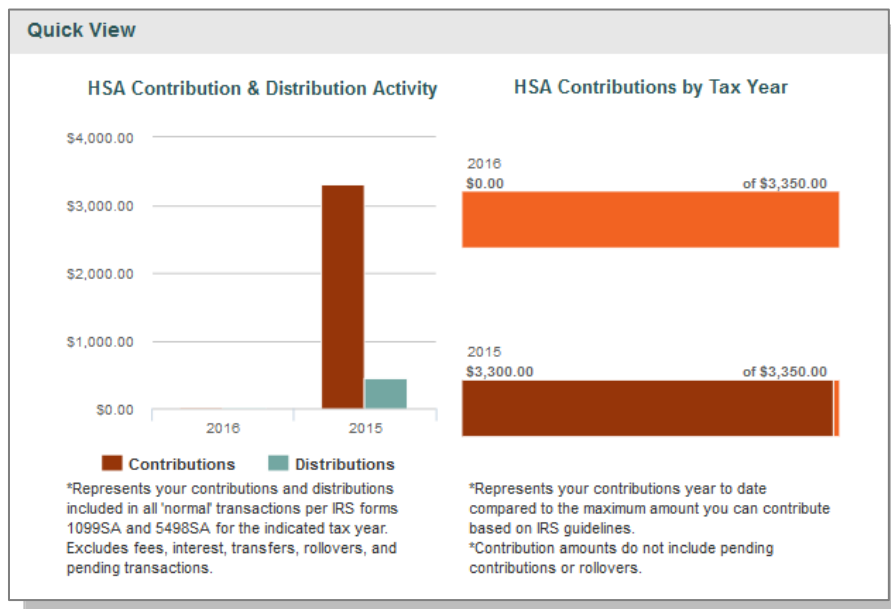
- Your **Message Center** on the homepage helps you stay on top of your account with a variety of notifications or calls to actions, such as a message to alert you once you are eligible to open an investment account, notice of external bank account that need to be validated, or a link to download the Mobile App. *For more information, please see the Message Center section on page 9.*
- Click on the bolded text in the message center to navigate you to the page needed to execute the call to action.



- Below your Message Center you will see a snapshot of your 3 most recent expenses. You can click on the ‘View More’ link to review all expenses on the myHealth PortfolioSM tab.
- Click **Pay** if you paid out of pocket for an expense and need to be reimbursed or to pay a claim manually. If you’ve already done so, the Status in recent expenses will show as paid.



- At the bottom of the Home page is the Quick View section, which graphically displays key metrics, making it easy to track your contributions to date. You can also assess your saver vs. spender habits year-over-year with the contribution and distribution activity graph.

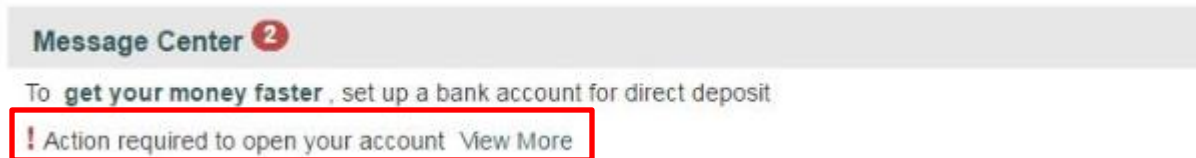


The HSA contribution and distribution graph reflects the maximum contribution limit based upon a Member’s HDHP coverage level (individual or family). Please contact HSA Bank if your contribution limit needs to be updated to reflect your current HDHP coverage level.

Message Center

The Message Center will help you make the most of your account by highlighting action items, such as downloading the Mobile App to stay connected to your account on the go or confirming a linked external bank account. Clicking on each item will bring you to the relevant page or pop up with more information.

When first opening your account, you may see a message indicating that action is required to finalize the opening of your account.

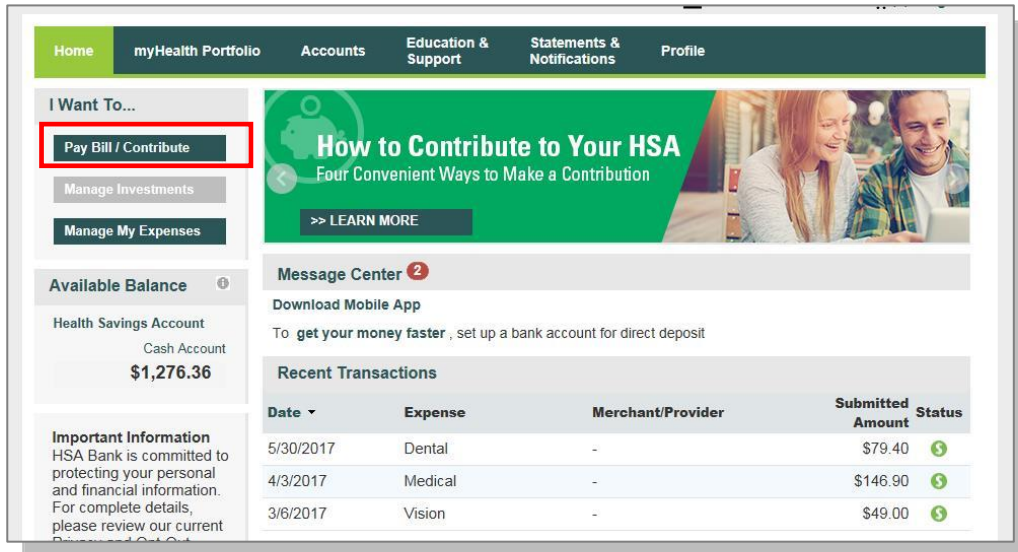


- This message indicates that HSA Bank needs additional documentation to maintain your open account. Clicking “**View More**” will provide additional information on why we require this, as well as how to send in your documentation.
- You will also receive a letter in the mail with specific information on what is needed from you and how to send us the required documents.



I want to... Pay Bill/Contribute (Withdrawal/Contribution)

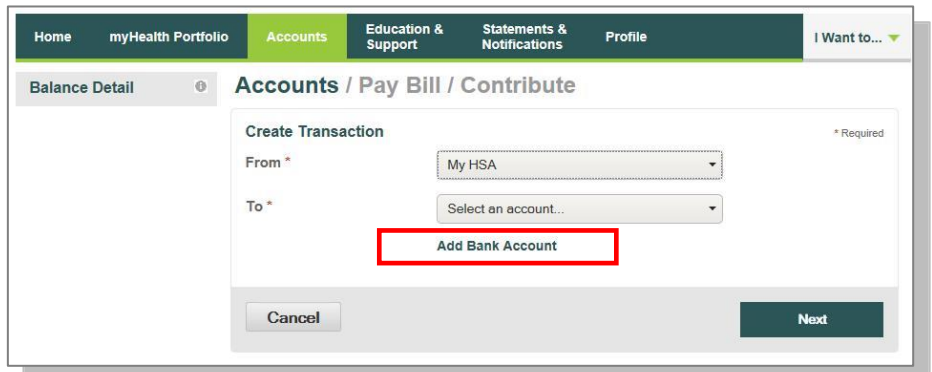
From the left hand side of the home page select **“Pay Bill/Contribute.”** This feature can be used to transfer funds to or from your HSA.



Reimburse Yourself

The best way to reimburse yourself is to establish an Electronic Fund Transfer (EFT) with your external bank account and initiate a transaction from your HSA to your checking or savings account.

If you need to add an external bank account, click on the Add Bank Account link



Add Bank Account

Bank Account Information

Routing Number *

Account Number *

Confirm Account Number *

Account Type *

Account Nickname *

Bank Institution Information

Bank Name *

Bank Address *

City

Select a state...

*Required

Add External Bank Account

To add a new account, click on Add Bank Account, complete your banking information, and click on submit. (See Profile section in this guide for additional details)

Pay Bill

- To provide additional payment flexibility while utilizing your HSA, you have the option to request a distribution check from your account. The check will be sent directly to the payee listed. Please follow the below instructions to successfully submit an online distribution request.

Note: Checks are mailed within 72 hours and take 5-6 days for delivery.

- From the Make HSA Transaction Page, select: My HSA in the **From** field and Someone Else in the **To** field, and then click Next .

Accounts / Pay Bill / Contribute

Create Transaction * Required

From *

To *

Based on your selections, you will be requesting a distribution (withdrawal).

Add a Payee

- You can add a new payee or select a previously added payee to send payment to.
- Enter the name of the person to be paid in the **Payee Name** field (information will appear on the printed check for reference).
- Complete the information (this will be who the check is made payable to).
- Include an account number if applicable. The Account Number will also appear on the printed check.
- Complete the address of where the check should be mailed.
- Once you have completed the Payee information, click Next.

Accounts / Make HSA Transaction

Payee Details

Payee * Add a New Payee Select a Saved Payee

Payee Name *
Enter who provided this service (this may be a physician, hospital, etc.)

For
When appropriate, provide the name of the person who received service.

Account Number *
Enter the account number that the payee uses to identify the service or recipient.

Payee Address *

Enter the address of physician, hospital, etc. who provided the service.

Summary

From **My HSA**

To **Someone Else**

Payment Transaction

- Enter the frequency one-time or schedule and click on Next.

Accounts / Make HSA Transaction

Transaction Schedule

Frequency * ⓘ One-time Schedule

Summary

From My HSA

To Someone Else

Cancel
Previous
Next

Payment Transaction Details

Accounts / Make HSA Transaction

Transaction Details

Tax Description ⓘ Normal Distribution

Amount * \$

Expense ⓘ Select an expense category... ▼

Recipient/Patient ⓘ INVESTMENT TESTONE

Notes

Summary

From My HSA

To Someone Else

Schedule One-time

* Required

Cancel
Previous
Next

- Enter the amount, category of the expense, recipient/patient, and notes, and click on Next.

Transaction Summary and Confirmation

- View the transaction summary and read and agree to the Distribution Disclaimer.
- Confirm the transaction and select Submit or enter another transaction.

Accounts / Transaction Summary

Transaction Summary (1)

From	To	Expense	Amount	
My HSA	Test	Dental	\$1.00	Remove
Total Amount			\$1.00	

Normal Distribution Disclaimer ✔ Agreed ▼

I certify I am the HSA account holder, beneficiary or other individual authorized to execute this distribution request. I am claiming reimbursement only for eligible expenses incurred during the applicable coverage period for myself and/or my legal dependent(s) under the plan. These expenses have not previously been reimbursed or will not be reimbursed under any other benefit plan, and will not be claimed as an income tax deduction. I certify that I am responsible for any consequences resulting from this distribution. I understand that my designated representative or custodian/trustee cannot provide legal advice. I indemnify and agree to hold the custodian/trustee and their designated representative harmless against any liabilities.

I confirm that the financial transaction I am about to initiate is for domestic purposes only and will not be sent internationally.

I have read, understand, and agree to the information and terms above.

Cancel
Save for Later
Add Another
Submit

Make a Contribution

To make a post-tax contribution, from the Make HSA Transaction page, select a bank account on file in the **From** field and select My HSA in the **To** field. Note: if you do not have a bank account on file, you can click on 'Add Bank Account' and follow the steps.

Accounts / Make HSA Transaction

Balance Detail

Cash Account	
Actual Balance	\$2,809.12
Pending Withdrawals	\$0.00
Available Balance	\$2,809.12

Create Transaction

From *

Update Bank Account

To *

Based on your selections, you will be requesting a contribution (deposit).

* Required

Select your contribution schedule:

- One-Time
- Recurring (Schedule)

Accounts / Make HSA Transaction

Transaction Schedule

Frequency * One-time Schedule

Schedule *

Monthly Weekly

Day: of every month(s)

On the: of every month(s)

Start Date *

End Date

None

End by

Summary |

From **My Checking / Checking (xxxx0001)**

To **My HSA**

Accounts / Make HSA Transaction

Transaction Details

Tax Year *

Amount *

Notes

IRS Maximum Contribution Amount

Tax Year	IRS Maximum	Processed	Scheduled	Pending	Maximum Contribution Available
2015	\$3,350.00	\$3,000.00	\$0.00	\$300.00	\$50.00

Summary

From **My Checking / Checking (xxxx0001)**

To **My HSA**

Schedule **Scheduled**

* Required

If you are making a contribution between January 1st and April 15th, you have the option to contribute to the prior tax year. Use the IRS Maximum Contribution detail presented to determine how much you can contribute for the applicable tax year. Click Next.

On the next screen you will confirm the transaction summary, agree to the contribution disclaimer, and click Submit.

Contributions from your personal external bank account will generally be withdrawn within 2 to 3 business days of your request.

I want to...Manage Investments

This link takes you to the Manage Investments Page where you can open a self-directed investment account if you have met the minimum threshold required in your Health Savings cash account (if applicable).

You may also access the Investments page by clicking the **Accounts** tab from the menu bar, and then clicking on the **Investments** tab on the left side panel.

Please note, the link on the homepage to Manage Investments and an overview of the options on the investment page are not available until you have the minimum balance in your HSA health savings cash account (if applicable).

The screenshot shows the HSA Bank homepage with a navigation bar at the top containing: Home, myHealth Portfolio, Accounts, Education & Support, Statements & Notifications, and Profile. On the left, under 'I Want to...', there are three buttons: 'Pay Bill / Contribute', 'Manage Investments' (highlighted with a red box), and 'Manage My Expenses'. Below this is the 'Available Balance' section for the Health Savings Account Cash Account, showing a balance of \$2,809.12. To the right, there is a promotional banner for prescription medication, a 'Message Center' with 4 messages, and a 'Recent Transactions' table.

Date	Expense	Merchant/Provider	Submitted Amount	Status
10/30/2015	Dental	Dr. Dental	\$75.00	Pay
10/20/2015	Medical	Queen of the Valley M...	\$60.18	Pay
10/10/2015	Medical	Jennifer G. Ross, M.D....	\$29.12	Pay

Investments Overview and Options

To understand more about TD Ameritrade or Devenir self-directed investment options, click on the “See an Overview” link.

The screenshot shows the 'Accounts / Investments' page. On the left, there is a sidebar with 'Investments' selected. The main content area has the heading 'Saving for a healthy future?' and a list of bullet points:

- Investing your HSA funds will help you build tax-free earnings. And HSA Bank is known for offering some of the highest quality self-directed HSA investment options in the industry.
- Your investment program may require a minimum cash balance to participate. Once you reach the minimum balance, you can enroll in the program by clicking on Manage Investments in the "I Want to" menu (above).

 A note states: 'NOTE: Until you reach the minimum balance, the "Manage Investments" link will be inactive. To learn more, click on Manage Investments in the "I Want to" menu (above).' At the bottom, there are two buttons: 'Investment Account' and 'Fair Market Value'.

Click the Enroll Now button to establish a TD Ameritrade or Devenir Self-Directed Investment Account.

Your Investments at a Glance

TD Ameritrade
 Gives you access to stocks, bonds, and thousands of mutual funds, plus:

- Provides trade confirmations and account statements
- Lets you set up multiple watch lists so you can monitor the securities you've selected to see how high or low they go
- Trading fees may apply

Trading fees may be applied by TD Ameritrade. [See an overview](#) of the TD Ameritrade investment process.

[» Enroll Now](#)

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DEVENIR
 Lets you invest in historically high-performing mutual funds with:

- No trading fees for a pre-selected group of mutual funds
- Online access to investment account balance, elections, trades and more through HSA Bank's portal
- Access to Morningstar® reports and other planning tools including an HSA asset allocation calculator
- An annual \$24 fee deducted prorata from your investment account balance may apply. To determine if this fee applies to you, click on "See an overview" below.

[View a list](#) of available mutual funds.

[See an overview](#) of the DEVENIR investment process.

[» Enroll Now](#)

Manage Existing Self-Directed Investment Account

Once you have a self-directed investment account(s) opened, you will be able to see your Investments at a Glance. To manage your self-directed investment account, click on **Choose an Action** from the drop down under Manage Your Account.

The Manage Your Account drop down enables you to transfer funds to and from your investment account and view your account/transactions. You can make a one time transfer, create a schedule of transfers, or set cash balances above a designated amount to sweep over to the self-directed investment account.

Your Investments at a Glance

TD Ameritrade Self-Directed Investment Account **0107**

Fair Market Value As of close of Market 8/12/2015 \$909.06	HSA Bank Account Balance Available for transfer \$101.08	Manage Your Account Choose an Action Choose an Action Make a One-Time Transfer Set up Automatic Investment View Transfer Schedule Access TD Ameritrade
---	---	--

DEVENIR Mutual Fund Investment Account **_-727400**

Fair Market Value As of close of Market 8/11/2015 \$0.00	HSA Bank Account Balance Available for transfer \$101.08	Manage Your Account Make a One-Time Transfer
---	---	---

Auto-Sweep Setup

- Under the Auto-Sweep & Recurring Transfers tab, select the Auto-Sweep radio button.
- Enter the sweep threshold; HSA cash account funds exceeding the sweep threshold will automatically be transferred into the specified investment accounts (% must equal 100%).
- The minimum sweep amount is \$25.00. Click continue.
- On the next page, you will be prompted to enter the last 4 digits of your Social Security Number to confirm the transfer details and set up the automatic sweep.

Select one of the following options:

I want to set up Auto-Sweep:

I want to set up a Recurring Transfer:

Select the account you want to transfer from: HSA ****5376

Indicate the percentage you wish to distribute to your account(s): 100 % Devenir ****811640

Sweep Threshold: Minimum \$ 100

HSA cash account funds exceeding the Sweep threshold will automatically be transferred into the specified investment account(s)

Minimum Sweep: \$25.00

Minimum amount that will be transferred from your HSA to the specified investment account(s) when you exceed the Sweep Threshold.

Cancel >> Continue

Recurring Transfer Setup

- Under the Auto-Sweep & Recurring Transfers tab, select the Recurring Transfer radio button.
- Select the desired accounts to set up the recurring transfer and specify the transfer amount.
- Select the Frequency and click Continue.

Select one of the following options:

I want to set up Auto-Sweep:

I want to set up a Recurring Transfer:

Select the account you want to transfer from: HSA ****4516 Available balance: \$990.06 as of 8/5/2015


Select the account you want to transfer to: Ameritrade ****0107 Available balance: \$0.00 as of 8/5/2015

Transfer Amount: 25 Minimum \$ 25

Frequency: BiMonthly
1st and 15th of each month

Cancel >> Continue

- On the next page, you will be prompted to enter the last 4 digits of your Social Security Number to confirm the transfer details and set up the recurring transfer.

 **Confirm your Transfer(s)**

Review the details of your transfer(s) below. To confirm your transfer(s), provide the last four digits of your Social Security Number and click the Confirm button below.

Social Security Number (last four digits):

Cancel >> CONFIRM

Transfer Details

From Account: HSA ****4516

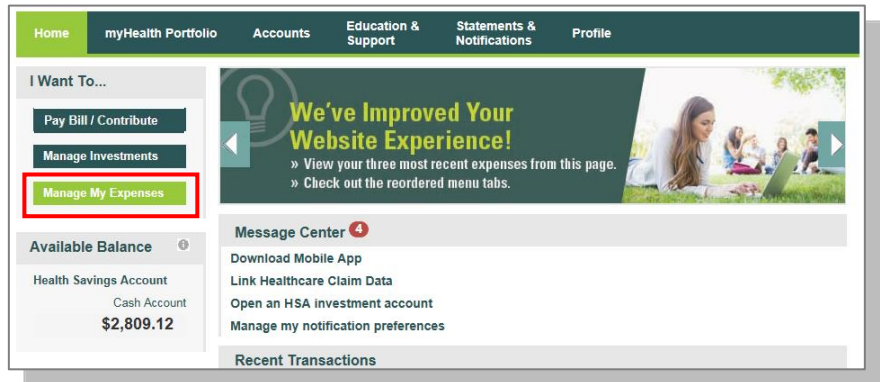
To Account(s): Ameritrade ****0107

Transfer Amount: \$25.00

Frequency: BiMonthly : Transfer will be scheduled on 1st and 15th of every month

I want to...Manage My Expenses

From the left hand side of the Home page, click on Manage My Expenses if you want to review, add, or export expenses.



myHealth PortfolioSM Dashboard

The Manage My Expenses button will take you to the myHealth PortfolioSM page. This page provides a complete picture of your healthcare expenses. It is a self service dashboard that allows you to:

- Store health expense data and receipts
- File claims or distribution requests
- Initiate a provider payment
- View an easy-to-read snapshot of your healthcare finances with charts and graphs
- Consolidate health expenses and claims from multiple insurance providers (this functionality may not be available to all members)

Further,

- The graph shows expenses by category, status, recipient and merchant provider. To change the view, click on Reset Graph and select the view you would like to see.

Expense Summary	Total Healthcare Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$1,364.50	\$820.57	\$543.93

Total Eligible to Submit: \$914.35					
Date	Expense	Recipient/Patient	Merchant/Provider	Submitted Amount	Status
10/30/2015	Dental	INVESTMENT TESTTHREE	Dr. Dental	\$75.00	Unpaid
10/20/2015	Medical	INVESTMENT TESTTHREE	Queen of the Valley Med...	\$60.18	Unpaid
10/10/2015	Medical	INVESTMENT TESTTHREE	Jennifer G. Ross, M.D. Inc	\$29.12	Unpaid
10/8/2015	Medical	INVESTMENT TESTTHREE	Family Health Clinic	\$78.23	Paid

- Details of your expense transactions can be viewed by clicking on any expense.
- You can edit an expense, such as the category, by clicking on **Update Expense**. You also have to option to attach a receipt to the expense for convenient storage and easy access.
- You may also pay an expense by clicking the Pay button.

Date	Expense	Recipient/Patient	Merchant/Provider	Submitted Amount	Status
10/8/2015	Medical	-	-	\$78.23	Paid
9/29/2015	Medical	-	-	\$185.96	Paid
9/29/2015	Medical	-	-	\$185.96	Paid
9/2/2015	Medical	-	-	\$142.63	Unpaid

Expense Details

Description: Office Visit Date(s) of Service: 9/2/2015

Source: Online Expense Amount: \$142.63

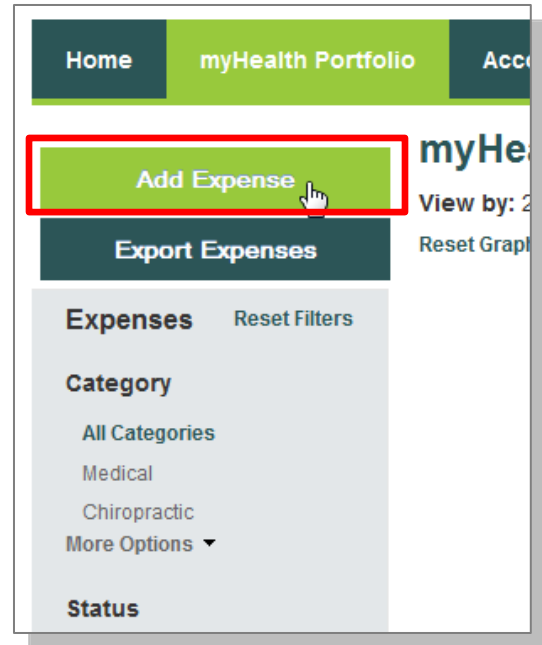
Received Date: 9/30/2015 Payable Amount: \$142.63

Upload Receipt(s) Add Expense Note Mark as Paid

Remove Expense **Update Expense**

Add Qualified Medical Expenses

- You may want to keep track of expenses paid for with funds other than your HSA Bank Health Benefits Debit Card. To add an expense to your portfolio, click on the Add Expense button on the left hand side of the screen. Keep in mind that you can pay for a wide range of IRS-qualified healthcare expenses with your HSA, including many that aren't typically covered by health insurance plans. This includes deductibles, co-insurance, prescriptions, dental and vision care, and more.
- For a complete list of IRS-qualified healthcare expenses, visit irs.gov or hsabank.com/IRSQualifiedExpenses.



- Complete the information regarding the expense and click on Add.
- You also have the ability to attach/upload a healthcare receipt for easy access to it later.
- The expense will be reflected in the graph on the myHealth PortfolioSM dashboard.

The screenshot shows the 'myHealth Portfolio / Add Expense' form. The form is titled 'Expense Information' and contains the following fields:

- Expense Description*: Office Visit
- Date of Service*: 10/07/2015
- Total Billed Amount @: \$ 20.00
- Expense Amount*: \$ 20.00
- Provider: Dr. Z, Add Provider Address
- Expense: Medical (dropdown menu)
- Recipient/Patient: INVESTMENT TESTTHREE
- Receipt: Upload Receipt
- Source: Online
- Date Received: 10/7/2015
- Notes: Paid in cash

At the bottom of the form, there are two buttons: 'Cancel' on the left and 'Add' on the right. A small asterisk with the text '*Required' is located at the bottom right of the form area.

Pay Expense

Click **Pay** if you paid out of pocket for an expense and need to be reimbursed or to pay a claim manually.

Expense Summary		Total Healthcare Expenses	Total Paid Expenses	Total Unpaid Expenses
		\$1,200.20	\$742.34	\$457.86
Total Eligible to Submit:		\$750.05		

Date	Expense	Recipient/Patient	Merchant/Provider	Submitted Amount	Status	
10/7/2015	Medical	-	-	\$78.23	Unpaid	
9/29/2015	Medical	-	-	\$185.96	Paid	
9/29/2015	Medical	-	-	\$185.96	Paid	
9/2/2015	Medical	-	-	\$142.63	Unpaid	Pay
9/2/2015	Pharmacy	-	-	\$10.00	Unpaid	Pay
8/26/2015	Dental	-	-	\$95.00	Unpaid	Pay
7/29/2015	Chiropractic	-	-	\$45.00	Paid	

Export Expenses

To export your expenses to use for other purposes, click on the Export Expenses button on the left side menu bar.

Sample Excel Expense Export

Expense ID	Expense Category	Expense Date	Recipient	Merchant	Submitter	Expense Status	Expense Description	Expense Code	EOB Num	Source	Date Recd	Date(s) of Total Bill	Expense Amount	Payable Amount	Notes	Payee	Provider #	Provider Name
8454	7/7/2015	Other				20	Paid	doctor		Online	7/7/2015	7/7/2015	20	20	0			

Accounts

Account Summary (balances)

The Account Summary on the Accounts tab shows the Health Savings Cash Account Available Balance and the self-directed Investment Balance (if applicable).

Account Activity

The Account Activity page provides transaction details for your account. You can export transactions using the Export button. You can also see details of a specific transaction by clicking on the individual transaction.

Requested Date	Description	Method	Contribution (Deposit)	Distribution (Withdrawal)	Available Cash Balance
There are no records to display.					

Processed Date	Description	Method	Contribution (Deposit)	Distribution (Withdrawal)	Actual Cash Balance
11/30/2015	Interest	None	\$0.23		\$2,809.12
11/05/2015	Transfer Cash to Investment	None		\$17.00	\$2,808.89
10/31/2015	Interest	None	\$0.22		\$2,825.89
10/22/2015	Participant Contribution	EFT	\$150.00		\$2,825.67
10/22/2015	Participant Contribution	EFT	\$150.00		\$2,675.67
10/08/2015	Distribution	Check		\$78.23	\$2,525.67
09/30/2015	Interest	None	\$0.24		\$2,603.90
09/29/2015	Distribution	Check		\$185.96	\$2,603.66
09/29/2015	Distribution	Check		\$185.96	\$2,789.62
09/08/2015	Transfer Cash to Investment	None		\$25.00	\$2,975.58

HSA Contributions by Tax Year

You can view HSA Contributions by Tax Year by clicking on the link on the bottom left hand side of the Account Activity screen.

HSA Contributions By Tax Year [View Example](#) ✕

Tax Year	IRS Maximum	Contributions	Contributions from Future Years	Rollover	Remaining Contribution Amount *
2017	\$6,750.00	\$1,292.28	\$0.00	\$0.00	\$5,457.72
2016	\$6,750.00	\$1,658.34	\$0.00	\$0.00	\$5,091.66

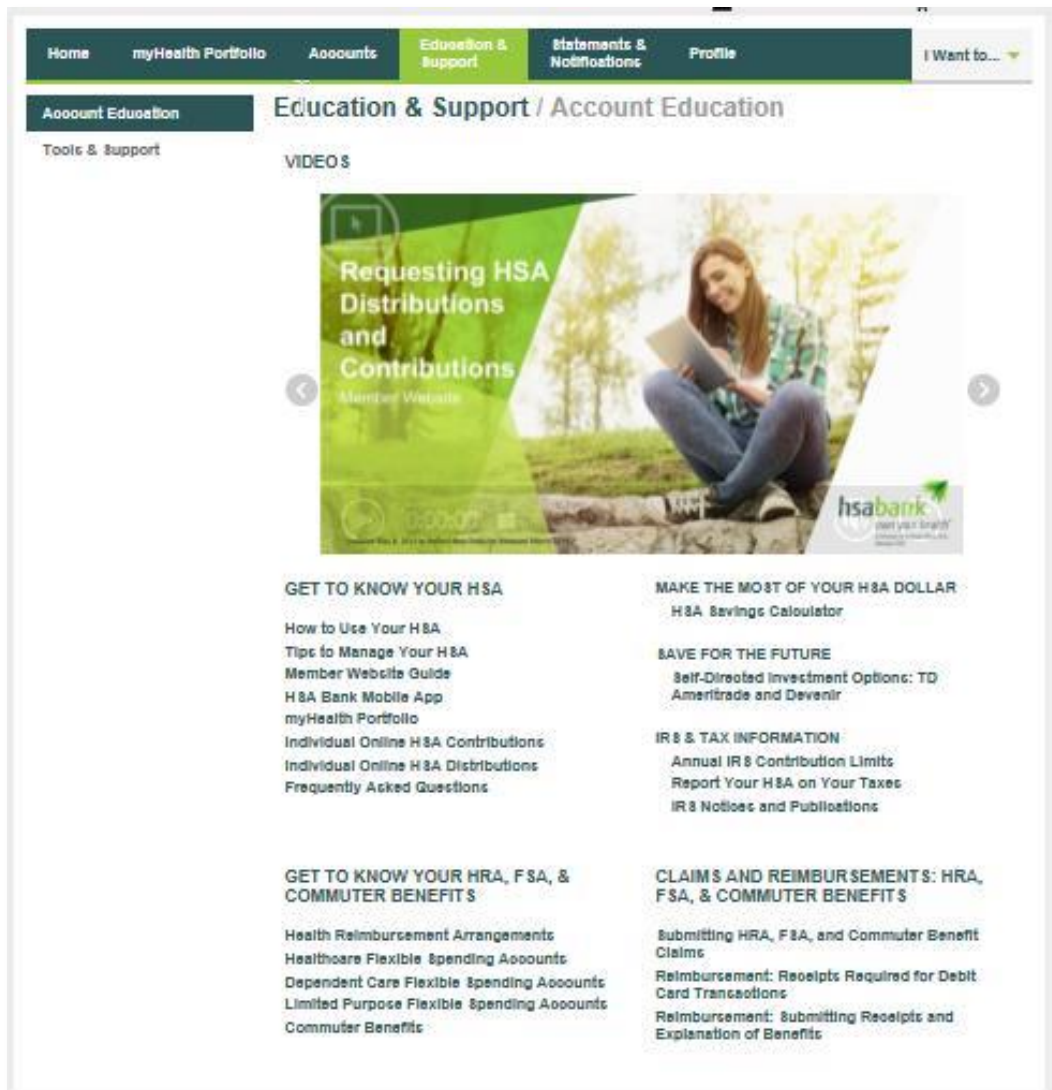
* Contributions for Prior Year are not included in the Remaining Contribution Amount.

Education & Support

Account Education

The **Account Education** page will help answer your Health Savings Account questions and make the most of your account. The short videos will provide a demo of the member website, including how to make HSA distributions and contributions.

The links in the *'Make the Most of your HSA Dollar'* and *'Your Health Lifestyle'* sections will connect you to the online information and tools you need to manage your healthcare and related expenses.



Tools & Support

The **Tools & Support** page will provide you with forms, quick links, and a handy ‘How Do I?’ section that will quickly navigate you to the place you need to go in order to manage your account.

Home **myHealth Portfolio** **Accounts** **Education & Support** **Statements & Notifications** **Profile** I Want to... ▾

Account Education

Tools & Support

Education & Support / Tools & Support

Documents & Forms

Forms

- Coverage Level Update Form
- Debit Card Transaction Dispute Form
- Expense Eligibility List
- HSA Contribution Form
- HSA Death Beneficiary Form
- HSA Direct Rollover-Transfer Form
- HSA Distribution and Closure Form
- HSA Verification Form
- Name Change Request Form
- HSA Tax Documents

Plan Summaries

- Health Savings Account Plan Details

Rules & Agreements

- Esign Consent Agreement
- Online Services Agreement

Contact Us

HSA Bank Client Assistance Center
P.O. Box 939
Sheboygan, WI 53082
Phone: (855) 731-5220 ☎
Fax: (877) 851-7041 ☎
Email: askus@hsabank.com
Live Chat: [Chat with a representative](#)

How Do I?

- Change Payment Method
- Report Card Lost or Stolen
- Update Notification Preferences
- Download Mobile App
- Update HSA Coverage Level
- View Fee Schedule

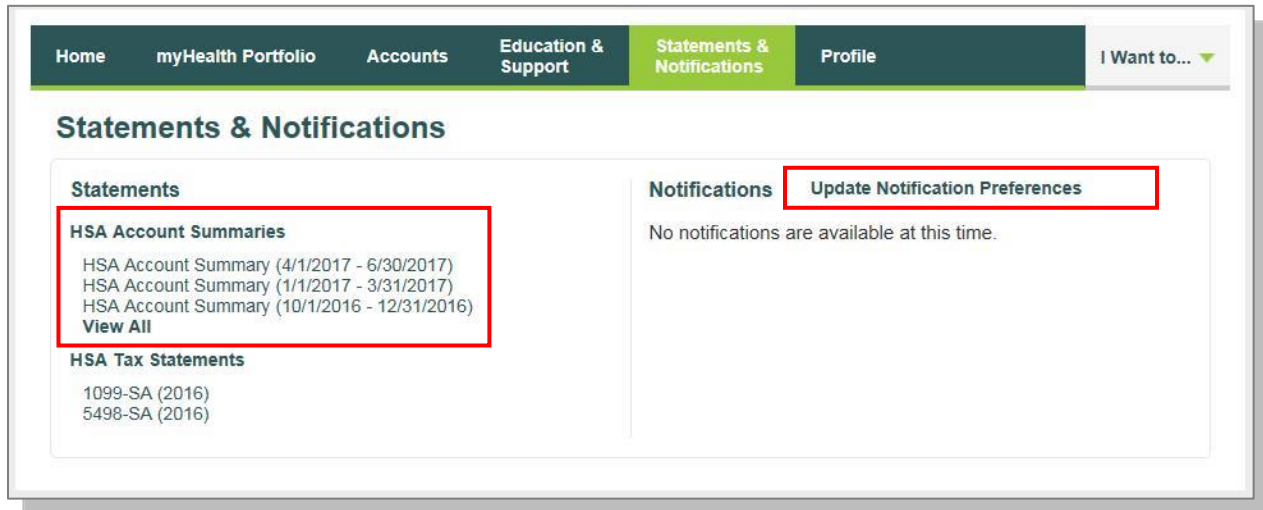
Quick Links

- HSA Rates & Tax Info
- Learn About FDIC Insurance Coverage
- Mayo Clinic Health Information
- Member Website Guide
- Privacy and Opt-Out Notice
- Security

Statements & Notifications

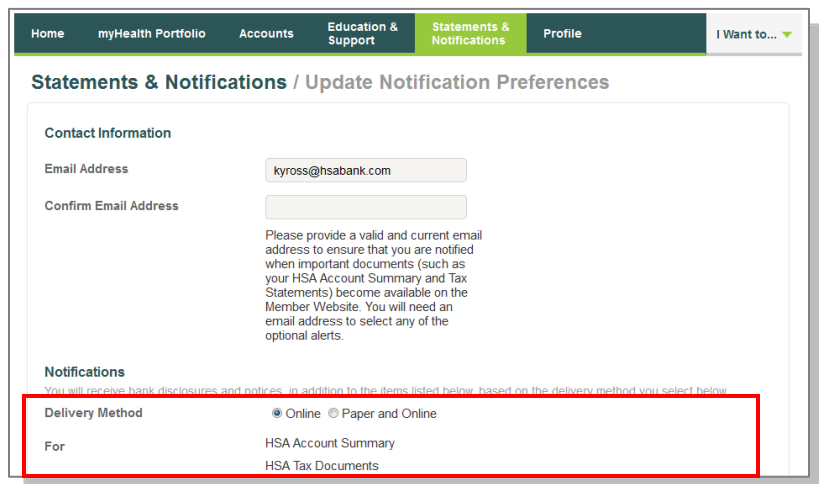
Statements

The **Statements & Notifications** tab provides access to statements and tax documents, and the ability to Update Notification Preferences. Click on the link to the statement you want to view. You may also print the statement.



Delivery Preferences

- Click on **Update Notification Preferences**.
- Under the notification section, you can view or change your delivery method preference for account summaries, tax forms, and certain bank disclosures and notices.



Notification Alerts

Under the delivery preference section, you will see Alert Options. Expand the notification categories to set, edit, or turn off notifications as appropriate. Please note, the available options may vary depending on your account type, options, etc.

Alert Options

Alert	Email	Text Message
Claim Alerts		
New expense is available for you to take action	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contribution Alerts		
Contribution posted to your HSA	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HSA available cash balance is below \$ <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
HSA contributions year-to-date are within \$ <input type="text"/> of the IRS maximum	--	<input type="checkbox"/>
Investment Alerts		
Payment Alerts		
Payment issued out of your HSA	--	<input checked="" type="checkbox"/>
Withdrawal from your HSA exceeds \$ <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statement Alerts		
HSA Account Summary is available online	Emailed	<input type="checkbox"/>
<small>Automatically sent based on whether or not you have an email address</small>		
HSA tax documents are available online	Emailed	<input type="checkbox"/>
<small>Automatically sent based on whether or not you have an email address</small>		
Debit Card Alerts		
Debit Card has been mailed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Debit Card purchase has been made	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<small>Automatically alert when a debit card purchase has been made on one of your accounts. Helps to quickly identify possible fraudulent activity</small>		

Cancel
Submit

Profile

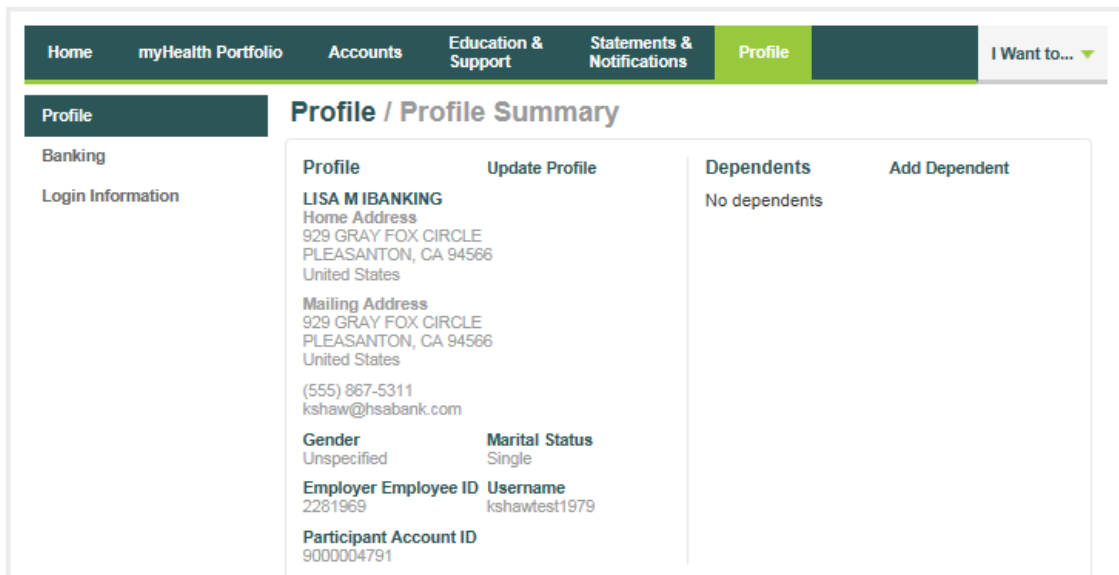
Profile Summary

The **Profile** tab will assist with reviewing your personal demographic information, along with offering the functionality to add an external bank account for online contributions and distributions from your HSA. Use the profile tab to view your setup details.

In addition to updating your demographic information, you can add dependents, beneficiaries, and/or authorized signers to your account.

Update Profile

Use the Profile link to update your address, phone number, email address, marital status, and gender. If your name has changed, please complete the Name Change Request Form located within the **Tools & Support** page under the **Education & Support** tab.



Add Dependents

Use the Add Dependent link to add, view or update dependents. Dependents added will appear in myHealth PortfolioSM and the Make HSA transaction pages.

Add Beneficiary

You may designate a beneficiary to receive your Health Savings Account assets in the event of your death. If you are married and domiciled in a community property state, you may designate your spouse as primary beneficiary via the website. However, if you designate a non-spouse primary beneficiary, you must submit a beneficiary form with the notarized consent of your spouse.



Add Authorized Signer

An authorized signer may be added through the Profile tab. Authorized Signers can access the account and submit updates on the account. Additionally, authorized signers normally get an HSA Bank Health Benefits Debit Card.

- Navigate to the Profile screen and click **Add Authorized Signer**.
- Complete the information and click on the Submit button.

Banking/Cards

You can view HSA Bank Health Benefits Debit Card information, report lost and stolen cards, and request a replacement card on the Banking/Cards page.

Report a Lost or Stolen Card

- Submit the form to get a replacement card and cancel the Lost/Stolen card.

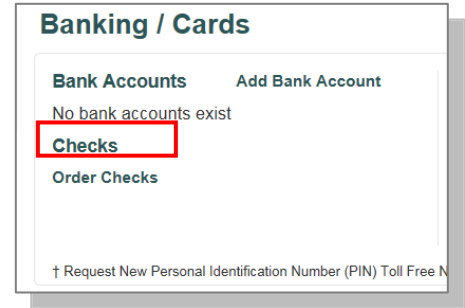
Order a Replacement Card

- Confirm your information is accurate and then click Submit to order a Replacement Card. A card issuance fee may apply; please refer to your HSA Bank Fee and Interest Rate schedule for further information.

Order Checks (optional – fees may apply)

From the Profile screen and Banking/Cards tab, click on Order Checks.

- Complete the check order and click on the Order Checks button at the bottom of the page. The fee for the checkbook will be withdrawn from your HSA cash account. Please refer to your HSA Bank Fee and Interest Rate schedule for further information.



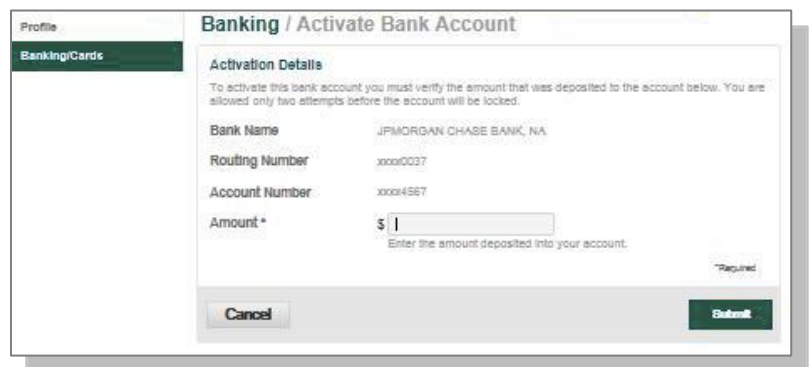
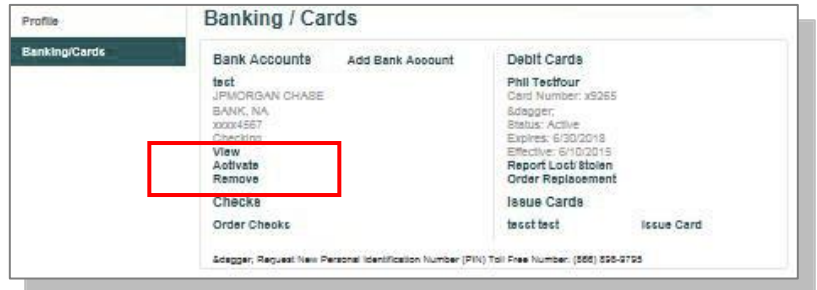
Add External Bank Account

- You must have an active external bank account on file in order to make an online contribution to or reimburse yourself from your HSA. If you need to set up your external bank account, click on the **Banking/Cards** tab.
- Click on the Add Bank Account link and enter the information regarding your checking or savings account and Financial Institution name and address. Click Submit button at the bottom of the screen. **Please confirm your account number and ACH routing number with your external bank.**
- After you have submitted the account, HSA Bank will send a small deposit to your account within three (3) business days to verify your banking information.
- Once the deposit is received in your external account, you will validate your banking information using the steps below.

The screenshot shows the 'Banking / Add Bank Account' form. At the top, there are navigation tabs: Home, myHealth Portfolio, Accounts, Education & Support, Statements & Notifications, Profile (highlighted), and I Want to... Below the tabs is a sidebar with 'Profile', 'Banking' (highlighted), and 'Login Information'. The main form area is titled 'Banking / Add Bank Account' and contains two sections: 'Bank Account Information' and 'Bank Institution Information'. The 'Bank Account Information' section includes fields for Routing Number, Account Number, Confirm Account Number, Account Type (set to 'Checking'), and Account Nickname. The 'Bank Institution Information' section includes fields for Bank Name, Bank Address (Address Line 1, City, Select a state..., Zip Code). A 'Cancel' button is on the left and a 'Submit' button is on the right. A small '*Required' note is at the bottom right.

Validate External Bank Account

- Navigate to the **Banking/Cards** section of the **Profile** tab.
- Click on **Activate** under your bank account information.
- You will need to activate the account by entering the amount of the transaction from your checking/savings account.
- Enter the amount of the small transaction (\$0.01 to \$1.99) to your checking or savings account from Webster Bank in the amount field and click on submit.
- This account will now be available for direct deposit.



Getting Help

If you need further assistance with the Member Website, or with any day-to-day Health Savings Account questions, contact:

HSA Bank Client Assistance Center

Phone: 855-731-5220 (available 24/7, excluding major holidays)

Email: <mailto:askus@hsabank.com>

Fax: 877-851-7041



You can also chat with us live through the Member Site!

