

# BenefitWallet™



## The BenefitWallet debit card communication plan

**Timing: 21-day advance notification of the BenefitWallet debit card to members (October 22)**

**Subject: BenefitWallet is issuing new debit cards to our members**

The ACS|BNY Mellon HSA Solution (“The HSA Solution”) has changed its name to BenefitWallet™ — and this brand change affects your HSA debit card.

As we have previously communicated to you through inserts included with your monthly and/or quarterly statements, The ACS|BNY Mellon HSA Solution (“The HSA Solution”) has changed its name to BenefitWallet effective October 1, 2013. As part of our brand transition, we will be issuing a BenefitWallet debit card(s) to you (as well as your spouse and any dependents that have been issued an HSA debit card). Your new BenefitWallet debit card will be issued in the next few weeks. All previously-issued HSA cards will be canceled when your new card(s) is mailed. Upon receipt of your new BenefitWallet card(s), follow the instructions in the mailer to activate your card(s).

For specific information regarding your new debit card(s), please watch your email for additional communications. BenefitWallet will be sending you an email with the specific date your new BenefitWallet debit card will be mailed to you. It is very important you know when your new HSA debit card is on its way so you can activate it immediately upon receipt.

**Please note:** In order to make sure your new HSA debit card is mailed to the correct address, review and update your mailing address online using these steps:

1. Log on to [www.mybenefitwallet.com](http://www.mybenefitwallet.com) or the website provided by your health plan,
2. Click on "Member Services",
3. Select "My Profile",
4. Scroll down and select "Update Address Info",
5. Select "Edit",
6. Input your address information,
7. Click on "Submit Changes".

The BenefitWallet Team

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**Timing: 7-day advance notification of the mailing of BenefitWallet debit card to members (November 6)**

**Subject: BenefitWallet is issuing debit cards to our members - 7 day advance notification**

The ACS|BNY Mellon HSA Solution (“The HSA Solution”) has changed its name to BenefitWallet™ — and this brand change affects your HSA debit card.

Your new BenefitWallet Card will mail on **November 13, 2013**. We will automatically cancel your current HSA debit card on November 14. Once you receive your BenefitWallet debit card, please activate it immediately according to the instructions provided in the mailer.

If you need to access your HSA funds after November 13, 2013, but prior to receiving your new BenefitWallet card(s), you may use our online bill pay functionality for payments or reimbursements, or you may use your HSA checkbook.

The BenefitWallet Team

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**Timing: Mailing date of BenefitWallet debit card (November 13)**

**Subject: BenefitWallet is issuing debit cards to our members – Your new HSA debit card is in the mail!**

The ACS|BNY Mellon HSA Solution (“The HSA Solution”) has changed its name to BenefitWallet™ — and this brand change affects your HSA debit card.

**Your BenefitWallet debit card(s) was mailed today!**

Please look for your card(s) in the mail and activate it upon receipt.

Here is what you will need to do once your BenefitWallet debit card arrives:

- **Activate** your new BenefitWallet debit card(s) using the activation sticker instructions on your card(s).
- **Sign** your new BenefitWallet debit card(s).
- **Destroy** your current HSA card(s) if you have one.
- **Use** your new BenefitWallet card(s) for eligible expenses.
- **Manage** your account on [www.mybenefitwallet.com](http://www.mybenefitwallet.com) or the website provided by your health plan or employer.
- **Read** the material enclosed with your BenefitWallet debit card for more details about your new card.



**Your current HSA debit card(s) will be automatically deactivated on November 14.** This means your current HSA card(s) will no longer be accepted by providers and vendors on this date and after.

As soon as you activate your new BenefitWallet debit card(s), you can begin to use it!

**Important note:** If your current HSA debit card is on file with any providers to process a recurring payment, you will need to provide them with your new BenefitWallet debit card number.

The BenefitWallet Team

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**Timing: 10 days after BenefitWallet debit card has been mailed (November 22)**

**Subject: BenefitWallet is issuing debit cards to our members – Your new HSA debit card has been mailed!**

The ACS|BNY Mellon HSA Solution (“The HSA Solution”) has changed its name to BenefitWallet™ — and this brand change affects your HSA debit card.

Your new BenefitWallet debit card was mailed on **November 13**. Please check your mail and activate your BenefitWallet card upon arrival so you can use your card to access your funds.

If you have not yet received your new BenefitWallet card(s), please contact us at 1.877.472.4200, and select “option 7”.

Cards previously issued for this account have been canceled. Until you have received and activated your new BenefitWallet card(s), you may access funds online using online bill pay or with your HSA checkbook.

The BenefitWallet Team

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