



Health Savings Account (HSA)

User Guide and Welcome Packet



Health Savings Accounts

Managed for Truist by McGriff

We are happy to provide this guide with details and information on how to get the most from your HSA benefit.

For more information, contact our Customer Care Team, M-F, 8 a.m. - 8 p.m. ET:

- Email: TruistHSALflex@Truist.com
- Phone: (877) 753-4930

1. Set up your Truist HSA online account.

Visit TruistHSAFlex.com and register online by simply choosing, *New User Register Account*, and then, *Get Started*.

Add your email address:

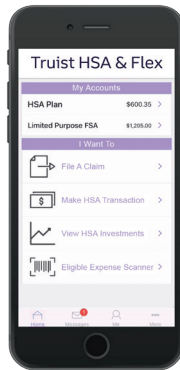
From the home page under the *Profile* tab, you will find links to update your personal information including adding your email address.

Set up Direct Deposit:

After you set up your personal bank account, you will receive HSA distributions electronically without the delay of paper checks and you can make contributions to your HSA with your personal bank account.

2. Download the Truist HSA & Flex Mobile App.

- Go to your Apple or Android Mobile App Store on your phone and search for Truist HSA & Flex Mobile App.
- Select and install the application, then enter your username and password (same password used to access your online account).
- Enter a 4-digit passcode to log in (you will be asked to re-enter it to confirm on first login). After the initial login, you will be asked to enter only your 4-digit passcode in the future.



3. Use your Benefit Access Debit Card for eligible purchases.

After enrolling in an HSA, two Truist Benefit Access Debit Cards will be mailed to your home address. Once activated, the cards work just like any other credit/debit card, except you use this card for HSA-eligible expenses only. Payments are automatically deducted from the HSA and the



provider/vendor is paid. For an HSA, you do not have to submit card receipts to substantiate the transaction. However, we recommend you save card receipts for tax purposes.

4. Start saving (or spending).

It's up to you. You can save money in your HSA for future medical expenses and even for retirement, or you can spend your funds on qualified medical expenses. Visit HSASStore.com to shop for HSA-eligible items. Links to both sites are available on the Consumer Portal and the Mobile App.

5. Have questions?

If you have questions about your account, please contact our Customer Care team at (877) 753-4930, Monday-Friday, 8 a.m. – 8 p.m. ET or by sending an email to TruistHSAFlex@Truist.com

HSA Advantages

- Use your funds at any time for eligible medical expenses.
- The money you contribute to your HSA is tax-free, when you put it in and when you take it out to pay for qualified medical expenses. That means an HSA could reduce your taxable income.
- The money in your HSA grows tax-free. Once your balance reaches the investment threshold (\$2,000), you can begin investing in mutual funds. If you earn money on your investments, you don't pay income tax on that money, either.
- The HSA money you spend is tax-free, as long as it's spent on eligible medical expenses.
- When you turn 65, you can withdraw and use your HSA funds, tax-free, for qualified medical expenses, but when used for non-eligible purposes, your HSA funds are subject to ordinary tax rates.

Frequently Asked Questions

How do I update my personal information?

From the Consumer Portal home page, under the *Profile* tab, you will find links to update personal information including address, email, marital status, dependents, and beneficiaries. Click the appropriate link on the *Profile* screen for your update - *Update Profile* or *Add/Update Dependent* or *Add Beneficiary*. Some profile changes will require you to answer an additional security question. Complete your changes in the form then click *Submit*.

How do I change my login and/or password?

From the home page, under the *Profile* tab, click *Login Information* on the left-hand navigation bar. Follow the instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned.) Click *Save*.

How do I access my HSA funds?

There are three convenient ways to access funds:

- The easiest way is to pay for qualified expenses with your Truist HSA Benefit Access Debit Card.
- Pay for eligible expenses using the pay-to-provider feature within the consumer portal or the Truist HSA & Flex Mobile App.
- Or you can pay for an eligible expense out of your pocket, then reimburse yourself from your HSA through the portal or Mobile App.

We recommend you keep all receipts, documentation, and insurance carrier Explanations of Benefits (EOBs) for any expense reimbursed from your HSA in the event of an IRS audit. Documentation should include: (1) patient name; (2) service provider's name; (3) date of service; (4) description of service; (5) expense including your patient responsibility.

How does my Truist Benefit Access debit card work?

- You will be issued two debit cards that can be used to access your HSA funds. Give the second card to a spouse or adult dependent, or keep it as an alternate card. Activate and sign the back of both cards upon receipt.

- Debit cards are valid for five years, so be sure to keep them through the expiration date. If you request a replacement or additional cards, you will be charged a \$5 fee.
- It is your responsibility to report a lost or stolen card to your third-party administrator. If you fail to notify your third-party administrator McGriff immediately, you may be responsible for all amounts paid up to the date you report the loss.
- You may use your Truist Benefit Access debit card anywhere VISA® is accepted. It works like any debit card except for two important differences:
 - The HSA debit card is limited to healthcare merchants that provide medical/dental/vision products or services. It is also accepted by daycare, parking, and transit providers if you are enrolled in one of these benefit plans. Use the card at dental and vision providers if you are enrolled in a Limited Flexible Spending Account.
 - **Note:** The card will not work at businesses that do not provide any medical products or services, such as gas stations, department stores, and restaurants.
- You cannot use the debit card at an ATM or for "cash back" when making a purchase.
- Funds in your HSA account belong to you and you are responsible for managing your HSA. If you use your HSA funds for qualified medical expenses, distributions are completely tax-free. However, if you use your HSA funds for non-medical expenses, you will have to pay taxes plus an additional 20% penalty on the non-allowable purchase. The 20% penalty no longer applies once you reach age 65.

How do I access my HSA funds using the online portal?

Use the online portal to pay a bill, transfer funds from your HSA to your personal checking account, or request a distribution from your HSA. Log into your account at TruistHSABenefits.com and select *Make an HSA Transaction*.

How do I report a debit card missing and/or request a new card?

From the home page, under the *Profile* tab, click the *Banking/Cards* link on the left side of the screen. Under *Debit Cards*, click *Report Lost/Stolen* or *Order Replacement* and follow the instructions. A \$5 replacement card fee will be deducted from your account.

Are HSA statements available online?

Your monthly HSA Account Summary report can be found by clicking on the *Statements & Notifications* tab under *HSA Account Summaries*. The three most recent summaries will be displayed, or you can click on *View All* to see additional summaries. An HSA Investment Account Summary can be found on the Investment Portal.

Are HSA tax documents available online?

For tax documents, click on the *Statements & Notifications* tab and choose *HSA Tax Documents*. All tax documents will be accessible here, including corrections or updates.

Where can I find HSA forms and resources?

Forms are found under the *Tools & Support* tab. Additional resources, such as FAQ's, and information about interest rates and how to invest funds, are under the *Tools & Support* tab.

Can I contribute more funds to my HSA other than through payroll deductions?

Yes! You may contribute to your HSA by transferring funds from your personal bank account. Make sure to report the contribution on your tax return to claim your deduction at tax filing time.

To make a contribution from a personal bank account to your HSA, select *Make HSA Transaction* in the *I Want To* section of the home page.

If you have a bank account on file, you may use that as your contribution account. If you do not, select *Add a New Bank Account*.

You may make a one-time or recurring contribution. Complete the transaction information and follow the remaining steps of the online HSA transaction wizard.

The contribution amount will be deducted from your personal bank account within 1-3 business days of your request, and the money will become available in your HSA as soon as it is deposited.

What happens if my employment terminates or I lose eligibility to participate in the plan(s)?

You may retain your HSA with Truist if you terminate employment or otherwise lose your eligibility to participate. Truist will deduct a monthly fee as provided in your HSA Agreement (or as amended from time to time). If you retain qualifying HDHP medical coverage (through COBRA or another employer), you will be permitted to continue making tax-favored contributions to your HSA.

What investment options do I have for my HSA?

Initially, your HSA funds will be held in a bank deposit account (your "cash account" or "cash balance") that will earn interest based on tiered interest rates that increase as you reach specified balance levels. These funds are insured by the FDIC to the maximum extent provided by law.

We require that you maintain a minimum cash balance of \$2,000, but you may invest funds above that amount in several mutual funds available to you through your HSA Sweep Investment Sub-Account. You also have the option to open a Self-Directed Brokerage Account and invest in individual securities.

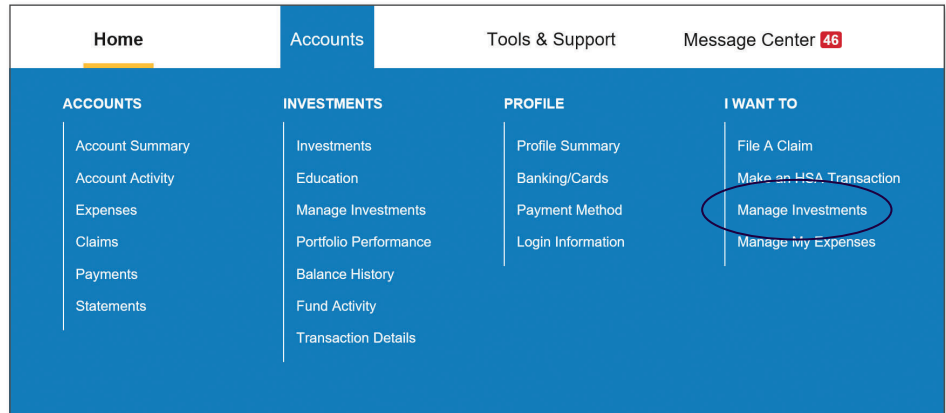
You may change your HSA investment threshold to any amount higher, but not lower, than the standard \$2,000. Also, since mutual fund investments require a minimum investment of \$100, this means that your cash balance must exceed the investment threshold amount by at least \$100 before you can invest.

To illustrate, if your cash balance is \$2,500 with an investment threshold of \$2,000, the excess of \$500 will be swept to your HSA Sweep Investment Sub-Account. You can choose to set up automatic sweeps into your investment accounts.

The automatic sweeps will occur on each business day when your cash balance exceeds your investment threshold amount by \$100 or more.

How do I set up my account to invest in mutual funds?

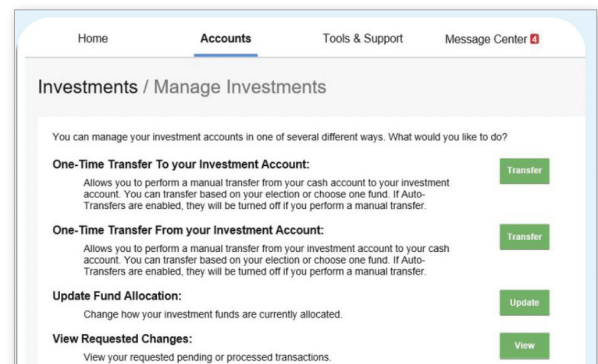
- From the Consumer Portal home page, access the Investments Summary page by clicking on *Manage Investments*, from the *I Want To* section or click on *Manage Investments* from the Accounts menu.
- Once you get to the summary page, select *Manage Investments* on the left-hand side of the screen.
- Select *Update* next to *Auto-Transfers* to or from an *Investment Account*.
- Enter the dollar amount (above the noted minimum) to set as a “cash threshold balance” for your investments to automatically transfer between cash and investments ongoing. You can change this at any time.
- Don’t forget to set your investment allocation. See “How Do I Change My Investment Elections?”



Any mutual funds that you purchase in your HSA Sweep Investment Sub-Account are not FDIC-insured, are not a deposit or other obligation of the HSA custodian bank (Truist), are not guaranteed by Truist or any of its affiliates, including McGriff Insurance Services, LLC, and are subject to investment risk, including the possible loss of the principal amount invested and any investment gains.

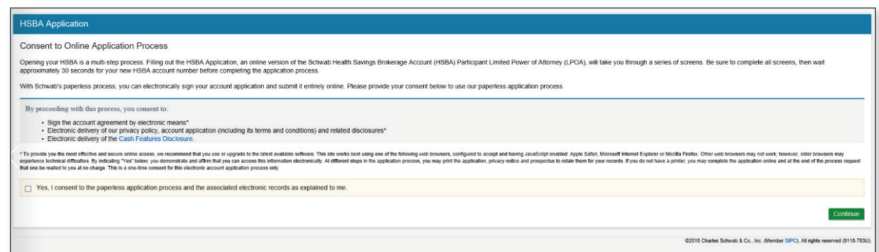
How do I change my investment elections?

- To setup or change your investment elections for future contributions to your investment account, click *Manage Investment* from the *Accounts* tab.
- Click *Update* next to *Update Fund Allocation* and select any of the *Update Election* options. You can choose to allocate funds among any of the listed investment options by entering the specific percentage in the box to the right.
- Please note any changes you make will affect your investment elections for future contributions, but will not change how the current balance in your HSA is invested.



How do I sign up to enroll in the HSA brokerage account (HSBA)?

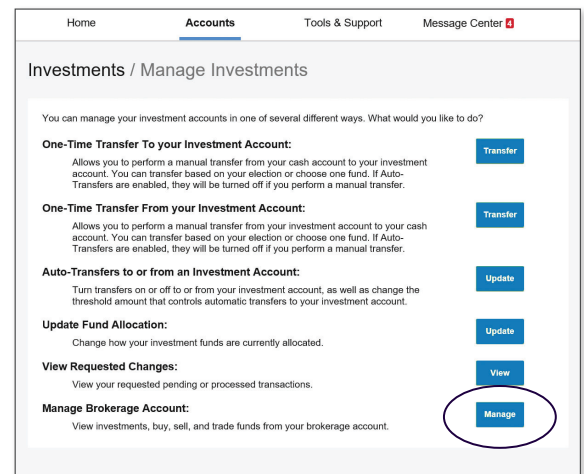
- **Note:** You must follow the above instructions and have at least one investment sweep before you can enroll.
- From the home page, access the Investments Summary page by clicking on *Manage Investments*, from the *I Want To* section or click on *Manage Investments*, from the *Accounts* menu.
- Select *Enroll* from the *Open Brokerage Account* menu option.
- Follow the steps to complete the online enrollment.
- Upon submitting the online application, your new HSBA account number will be displayed and you will be re-directed to register your account for online access.
- From the login page, select *Register* to complete the set up for online access. You will need to input your SSN, new HSBA account number, date of birth, and home phone number for this step.
- This completes the enrollment process.
- Within 1-2 business days, you will be notified via the Message Center on the Truist Consumer Portal that the Health Savings Brokerage Account is available.



How do I login or manage my brokerage account?

- Click on *Manage Investments* from the *I Want To* section.
- Click on the *Accounts* tab at the top of the home page and select *Manage Health Savings Brokerage* from the Manage Investments Page.

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Web: TruistHSAFlex.com



For Mutual Fund Investments: Please consult the HSA Custodial Agreement and Disclosure for information concerning fees, expenses and dividends on the Mutual Fund Investment Options. For Brokerage Sub-Account Investments: Please consult the Brokerage Agreement for information concerning fees and expenses relating to investments and trades made via the Brokerage Sub-Account.

Your HSA funds may be held in a custodial deposit account at Truist Bank. While so deposited, the funds are FDIC-Insured to the extent provided by law. Securities, insurance and advisory products or services including mutual fund investments made through your Sweep Investment Sub-Account and investments in securities made through your Brokerage Sub-Account are: NOT A DEPOSIT • NOT FDIC-INSURED • NOT GUARANTEED BY A BANK • NOT INSURED BY STATE OR FEDERAL GOVERNMENT AGENCY • MAY GO DOWN IN VALUE.

Truist and its representatives do not offer tax or legal advice. Please consult your tax or legal professional regarding your individual circumstances.

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