



## Your new HSA Central Debit Mastercard®



Customer Name  
Address  
City, State ZIP

### Take Control of your Healthcare Spending Today.

Your new card will be arriving in approximately two weeks. When you receive your new HSA Central Debit Mastercard®, call the number listed on the card to activate and set your personal identification number (PIN). Be sure to destroy your card ending in <XXXX> once it becomes inactive on July 19, 2019.

Your new HSA Central Debit Mastercard® can be used for eligible medical purchases at major pharmacies, discount stores, department stores, and supermarkets. To make sure your card is only used to purchase eligible items, most pharmacies and general merchandise stores install and maintain an inventory control system to identify eligible items at checkout.

#### What you need to remember:

- Your card information and PIN will be changing
- Be sure to update any automatic/recurring payments tied to your HSA Debit Card with your new card information
- Your current HSA debit card will become inactive as of 3:00 p.m. CST, Friday, July 19, 2019.
- Begin using your new HSA Central Debit Mastercard any time after 12:01 a.m. CST, Sunday, July 21, 2019.
- To activate your new card and set your PIN for ATM transactions, call 1.866.898.9795 and follow the prompts.
- Your card will no longer work at gas stations; however, you will have alternative ways to reimburse yourself for fuel expenses related to your healthcare via electronic funds distribution, Bill Pay, or ATM access.
- HSA Central debit cards will be delivered in separate envelopes to the HSA owner's address.

As always, if you have any questions about your new debit card, do not receive your new card, need to reset your PIN, or if we can serve you in any way, stop by any <Bank Name> location or give us a call at 833.232.4676.

Wishing you good health and well-being,

HSA Central Consumer Services  
833-232-4676

# Frequently Asked Questions – HSA Central

## What is HSA Central?

With HSA Central, you'll get even more flexibility and accessibility when it comes to your HSA funds (and future investments), with access to a mobile app that gives you greater control of your healthcare savings. Plus, you get a customized online portal and HSA Central Debit Mastercard®.

## When will I be able to log into HSACentral.net?

Beginning Monday, July 22, 2019, you'll have complete access to your HSA online at HSACentral.net, where you can track contributions, distributions, balances, and much more.

## What is my username and password for HSA Central?

You'll need to establish a new username and password for HSACentral.net. Setting up your online credentials is easy.

1. Visit HSACentral.net and select the *Log in* button.
2. Under *New User?*, select *Create your new username and password*.
3. Follow the prompts and establish your security questions.

## Will I be getting a new HSA debit card?

Yes. Your current debit card will become inactive as of 3:00 p.m. Friday, July 19, 2019. Activate and begin using your new HSA Debit Mastercard any time after 12:01 a.m. Sunday, July 21, 2019. See your booklet for more details.

## Is my HSA account number changing?

Yes. Your health savings account number and routing number will change. You can access your new account number by setting up your credentials through HSACentral.net. The account number is displayed under the *Accounts Tab* in the upper right corner. Your new routing number is 086519531.

## How do I send payments to my medical provider?

You can make payments or an external transfer by logging into HSACentral.net or via the HSA Central Mobile App. Once logged in, select *Make HSA Transaction*.

- If you're adding a bank account for the first time, a transfer could take at least 72 hours. Further action is required to activate this bank account. A deposit will be made to the account in 1-3 business days. Once you confirm the deposited amount, the account will be activated and available for use. You can confirm the deposited amount from this site by accessing the *Bank Accounts* page or by clicking on the link in the *Tasks* section that will appear on your homepage.
- If your bank account has been added and verified, a transfer could take up to 24 hours.

## How do I deposit checks into my HSA?

You can deposit a check to a bank account and transfer the funds to your HSA Central HSA by selecting *Make HSA Transaction* in the HSA Central Mobile App or by logging into HSACentral.net.

You can mail a paper check contribution with an HSA Contribution Form. This form can be printed from HSA Central under the *Tools and Support* tab or by calling HSA Central Consumer Services at 833.232.4676 to request the form.