



New HSA Custodian: Frequently Asked Questions April 2021

1 I saw a notice that my HSA custodian is changing. What is happening, and what does it mean to me?

Nyhart is your Health Savings Account (HSA) administrator. HealthcareBank was Nyhart's partnered custodian on the HSA. HealthcareBank has assigned custody of the HSA for which it served as custodian to WEX, a global, public technology company that is an IRS-approved custodian of HSAs, and Nyhart's software partner. Nyhart, WEX and HealthcareBank have been close partners for over 10 years. Your HSA will continue to be serviced by Nyhart, and you can access it using the same web portal and mobile app. Your investment options, interest rates will remain the same, and all deposits currently eligible for FDIC insurance will continue to be eligible.

2 What will consumers have to do as a result of this change?

Consumers will need to view and agree to the new Custodial Agreement and Disclosure Statement through the portal or mobile app once they login. Nothing changes with respect to the consumer experience associated with the impacted HSAs. We are committed to providing the best HSA product in the market.

3 Will I need a new debit card?

No. Nyhart continues to administer your HSA. You will continue to use of your current debit card.

4 Is the customer service number changing?

No. Nyhart continues to administer your HSA and can be reached at 800-284-8412 or support@nyhart.com.

5 Will any procedures change?

No. Nyhart continues to administer your HSA. The current procedures will remain the same.

6 Will my interest rate change?

There will be no immediate change to the interest rate paid on your account.

7 Will my HSA deposits continue to be FDIC insured?

Yes. All deposits currently eligible for FDIC insurance will continue to be eligible.

8 Will my investment options change?

There will be no change to your investment options, and you will continue to use the same procedures for managing your investments.

8 Will there be any changes to the tax forms I receive or have access to on the portal? Will I receive more than one?

There will be no changes to your current tax forms. Combined tax forms will be issued by WEX as successor custodian for the entire year ending December 31, 2021.

If you have any additional questions, please contact Nyhart Monday through Friday from 7:30am to 5:00pm ET at support@nyhart.com or 800-284-8412.