

## Health Savings Account (HSA) Employer Administration Guide



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(throughout this document, anything that is in **orange** and **bold** is a link that you can click on)

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**BOOST HSA PARTICIPATION:**

**Optum Bank overview**

Thank you for choosing Optum Bank®, Member FDIC, as your health savings account (HSA) administrator. Optum Bank has more than 3.5 million HSAs<sup>1</sup>. This guide is intended to help you set up your HSA, ensure a smooth transition, and high enrollment in — your HSA-qualifying health plan. We have also included links to additional resources to help you and your employees get the best possible value from your plan.

We offer the highest level of service to all our clients, from small employer groups to Fortune 500 companies. We partner with most medical insurance carriers and if your health plan needs change, you can **retain Optum Bank as the HSA administrator**.

If you have any questions or comments, please contact our Broker Employer Service Team (BEST) by phone at 1-866-234-8913, option 4, Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern time. You can also email us at [hsagroup@optumbank.com](mailto:hsagroup@optumbank.com). We will respond to your email within 48 hours.

**Enrollment methods:**

Optum Bank offers four enrollment options: two that are employer facilitated and two that are employee initiated. Review each method and select the one that makes the most sense for you and your employees.

Enrollment method	Description	Employer size
1. Employer portal	Employer-facilitated enrollment through a portal.	Most popular with small and mid-size employers
2. Batch enrollment	Employer-facilitated enrollment through a batch file.	Most popular with large employers
3. Online enrollment	Employee-initiated enrollment. Employers should provide employees with enrollment link and employer group number.	Most popular with small and mid-size employers

**Method 1: Employer portal**

At [optumbank.com](http://optumbank.com), benefit managers and administrators can manage the HSA enrollment process online. This method is used commonly by mid-size and small employers. The portal allows the benefit manager to view active accounts tied to their group, enroll individuals and submit funds for active accounts.

The employer or third-party enrollment vendor becomes a service provider for Optum Bank. Service providers must sign an agreement with Optum Bank in which they agree to:

1. Obtain employee’s acceptance of an **Authorized agent agreement**.
2. Fulfill all requirements for **electronic signature** compliance.
3. Maintain safeguards to protect the confidentiality of employee data.

**EMPLOYER REQUIREMENTS:**

During the enrollment process, you must:

1. Display/distribute the **Authorized agent agreement** to employees.
2. Capture the employee’s affirmation to the Authorized agent agreement in accordance with the **signature requirements**.
3. Agree to terms and conditions during to each enrollment session.

**MOTIVATE YOUR EMPLOYEES TO OPEN AN HSA AND DEPOSIT HEALTH CARE DOLLARS.**

During the enrollment period, your employees are more likely to focus on understanding changes and making benefit decisions, not on how to access and use their health care services and benefits when they need them. As you guide your employees through the process, keep reminding them of the benefits of opening and funding an account and the importance of saving enough money in their HSA to cover their health plan deductible and coinsurance.

**OFFER PAYROLL CONTRIBUTIONS WITH TAX ADVANTAGES.**

Employers that do not allow payroll deductions typically see only 10-15% of employees contribute to their HSA, leaving account balances far short of deductibles. Allowing your employees to make contributions through pre-tax payroll deductions is an effortless way to increase HSA contributions. Pre-tax payroll contributions also provide immediate federal income and, in some instances, state income and FICA tax savings to your employees while reducing your payroll tax burden.\*

\*Most states do not tax HSA contributions, with the exceptions of California, Alabama and New Jersey where HSA contributions are taxed. This information is subject to change. Please consult your tax/financial professional or consult your state department of revenue for more information.

**IMPORTANT NOTE:**

Optum Bank can provide information on general HSA rules and the daily logistics for your accounts only. You are encouraged to contact a tax advisor for questions related to your specific situation. Optum Bank cannot provide tax advice.

1. Based on HSA book of business as of July 30, 2018.

EMPLOYEE REQUIREMENTS:

Your employees must:

1. Affirm to open an HSA with Optum Bank by reviewing and agreeing to the Optum Bank Authorized agent agreement.

HOW TO ENROLL YOUR EMPLOYEES THROUGH THE EMPLOYER PORTAL:

You will receive an email invitation to register on [optumbank.com](https://optumbank.com). After completing the registration, you can enroll employees online. For information on how to register for this tool, please see the [Employer portal registration guide](#). Once logged into the website, you can begin to enroll individuals by selecting the “Enroll Participant” link under the “Manage Participants” tab.

The below required information is needed for each individual opening an account		
REQUIRED	– Full Name – Residence address – Social Security number	– Date of birth – HDHP Start date
OPTIONAL	– Home and Work Phone number – Email	– HDHP Member ID # – Additional card holder

After entering the information in the corresponding prompts, a review screen will appear asking you to continue or enter additional enrollments. Once all applications have been entered, you will be prompted to review and accept the terms and conditions for HSA enrollments.

HELPFUL TIP: When entering a large number of enrollments, submit in batches to ensure data is saved periodically.

## Method 2a: Batch enrollment with affirmation — direct

The direct batch enrollment with affirmation process allows you, or a third party, to submit an electronic data file to Optum Bank to open your employees’ HSAs on their behalf. This method is most popular with larger employer groups.

If you are an employer interested in using the direct batch with affirmation enrollment method, please contact our Broker Employer Service Team at 1-866-234-8913, option 4, or email us at [hsagroup@optumbank.com](mailto:hsagroup@optumbank.com) and ask for assistance. A member of the team will engage an HSA implementation project manager to begin the set-up process. Please be sure to include your contact information with your request.

BECOMING A SERVICE PROVIDER OF OPTUM BANK:

The employer or third-party enrollment vendor becomes a service provider for Optum Bank. Service providers must sign an agreement with Optum Bank in which they agree to:

1. Obtain employees’ acceptance of an [Authorized agent agreement](#).
2. Fulfill all requirements for [electronic signature](#) compliance.
3. Maintain safeguards to protect the confidentiality of employee data.

EMPLOYER REQUIREMENTS:

1. Sign and return the [HSA enrollment and contribution agreement](#).
2. Display/distribute an [Authorized agent agreement](#) to employees.
3. Capture the employees’ affirmation to the Authorized agent agreement in accordance with the [signature requirements](#).

4. Capture all data required for Optum Bank to open an HSA, as specified in the **batch file layout**.
5. Transmit the batch file to Optum Bank via Secure File Transfer Protocol (SFTP) transmission.

EMPLOYEE REQUIREMENTS:

1. Affirm to open an HSA with Optum Bank by reviewing and agreeing to the Authorized agent agreement.

## Optum Assumption of Data Integrity and Accuracy

Optum assumes that data provided by a client and/or third party processor/ vendor is accurate and intended for production processing, when data is submitted through a production channel or is marked as production by the sender.

Optum is not responsible for processing data that is submitted erroneously by the client and/or third party processor/ vendor. Furthermore, client and/or third party processor/vendor are responsible for adhering to the information provided in Optum's file specification documentation.

## Method 2b: Batch enrollment with affirmation — through medical eligibility system (UnitedHealthcare clients only)

For this method of enrollment, one enrollment file is sent to UnitedHealthcare. This file includes individuals who have affirmed their intentions to open an HSA with Optum Bank as well as employees enrolling in a medical plan. The file must contain the Social Security number for each employee, as that information is required to open bank accounts.

Files from the medical enrollment system are sent to Optum Bank on a daily basis. These files initiate the HSA enrollment process for individuals who are indicated as affirmed on the enrollment file. Please note that not all medical file formats allow for HSA affirmation. Please see your UnitedHealthcare representative for confirmation.

If you are an employer interested in this particular method of batch enrollment with affirmation, please contact our Broker Employer Service Team at 1-866-234-8913, option 4, or email us at [hsagroup@optumbank.com](mailto:hsagroup@optumbank.com) and ask for assistance. Capture the employees' affirmation to the Authorized agent agreement in accordance with the signature requirements. Please be sure to include your contact information with your request.

BECOMING A SERVICE PROVIDER OF OPTUM BANK:

The employer or third-party enrollment vendor becomes a service provider for Optum Bank. Service providers must sign an agreement with Optum Bank in which they agree to:

1. Obtain employees' acceptance of an **Authorized agent agreement**.
2. Fulfill all requirements for **electronic signature** compliance.
3. Maintain safeguards to protect the confidentiality of employee data.

EMPLOYER REQUIREMENTS:

1. Sign and return the **HSA enrollment and contribution agreement**.
2. Display/distribute an **Authorized agent agreement** to employees.
3. A member of the team will engage an HSA implementation project manager to begin the set-up process.



For answers to common employer questions around the HSA enrollment and contribution agreement, view the **Custodial Services Q&A**.

4. Transmit a batch file to the medical eligibility system, including individuals who have affirmed their intentions to open an HSA with Optum Bank.

EMPLOYEE REQUIREMENTS:

1. Affirm to open an HSA with Optum Bank by reviewing and agreeing to the Authorized agent agreement.

### Method 3: Online enrollment

Online enrollment requires no paperwork and takes just moments for your employees to complete. As soon as we have you set up in our banking system as an active employer group, a custom URL will be provided to the Primary HR Contact that you can use for your enrollment process. This e-mail will have the subject line of Getting Started and will be sent by [hsagroup@optumbank.com](mailto:hsagroup@optumbank.com). To assist your employees with properly enrolling under your group, this customized URL pre-fills your group name and group ID within the online application. This process will also assist with accurate reporting on your account number file.

IMPORTANT NOTE: Please remember that this is a URL and not a LINK. It is strongly recommended that you hide this URL as a deep link with a "click here to enroll" (as an example) before supplying a link to your employees.

This method is most popular with small and mid-size employers.

During the application process, account holders can request to receive their welcome kit electronically. They can also request e-delivery of tax forms, annual privacy policy mailing and other communications from Optum Bank. (Note: statements are delivered online unless owners have requested they be mailed.)

EMPLOYEE REQUIREMENTS:

In order to open an account, the employee will be required to complete the online application, agree to accept the Optum Bank terms and conditions, and provide an electronic signature (Signature).

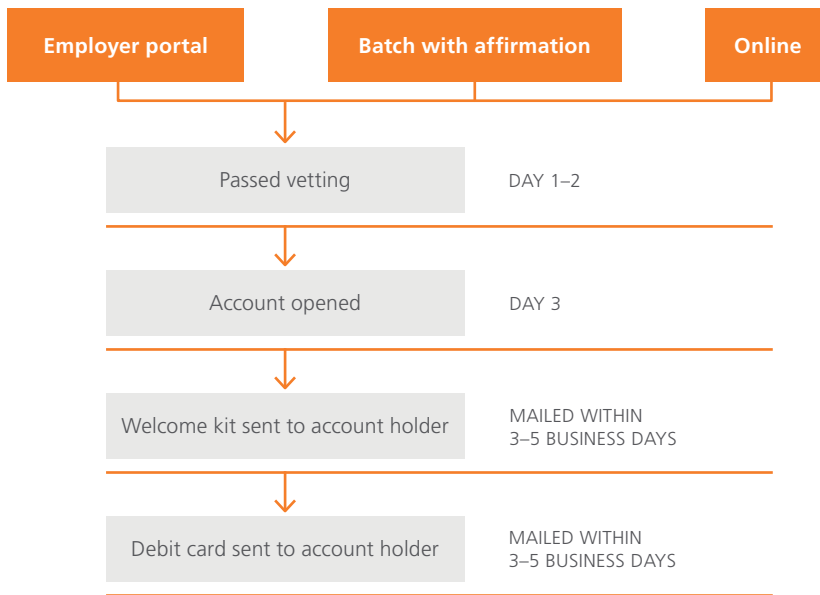
IF CUSTOM URL IS NOT PROVIDED DIRECT THE EMPLOYEE(S) TO OPTUMBANK.COM:

Employees will need to know what employer/group number to use during the account opening process. Please be sure to provide your HSA employer/group number to your employees prior to having them enroll. This is a very important step to ensure Optum Bank can properly associate account holders to your employer group and ensure accurate HSA reporting. If you are not aware of your HSA employer/group number, please contact our Broker Employer Service Team at 1-866-234-8913, option 4, or email us at [hsagroup@optumbank.com](mailto:hsagroup@optumbank.com).



WELCOME KIT CONTENTS:

Account opening process:



When an individual applies to open an account, federal law requires financial institutions to obtain, verify and record information that identifies that person. The screening procedures, also known as “vetting” or “know your customer,” include:

1. An identification check that the applicant is who they claim to be, and
2. Validation that the applicant is not on any lists of known or suspected terrorists.

If an application does not pass the screening process due to a mismatched name, address, date of birth or Social Security number, the account holder will receive a **failed vetting letter** and/or an email from Optum Bank requesting additional information. If the applicant does not respond to the initial request, a reminder is sent at 45 days. Once the individual passes the vetting process, the account is opened. A welcome kit and debit card will be mailed separately.

PLEASE NOTE: Applications that fail vetting are cancelled after 75 days and applicants will need to re-apply, if they wish to open an account.

WELCOME LETTER —

Provides account number, URL for online self-service and customer service toll-free number and hours.

FAQS —

An account holder may use this sheet to find the answers to questions they may have about their HSA and to determine which expenses are eligible or ineligible.

CONTRIBUTION FORM —

An account holder may use this sheet to make a contribution to the HSA.

FEE SCHEDULE —

Documents fees and charges associated with the HSA.

TRUTH IN SAVINGS/FUNDS

AVAILABILITY DISCLOSURE —

Details the bank’s tiered interest rate structure, annual percentage yields and availability of funds.

CUSTODIAL AND

DEPOSIT AGREEMENT —

Describes the terms and conditions between the account holder and the account custodian, Optum Bank.

PRIVACY POLICY —

Outlines the Optum Bank privacy policy and information-sharing practices.

IMPORTANT NOTE:  
HSA ESTABLISHMENT DATE

Employees should be aware of their HSA establishment date. Generally, this date is the later of the health plan effective date or the date the HSA becomes active. Expenses incurred prior to the establishment date are not qualified medical expenses. Account holders should review IRS Publication 969 for more information, and consult their tax advisors if they have specific questions about how Utah’s favorable HSA law can help maximize their tax savings.

## Reporting

### Account Number File (ANF)

Optum Bank will send you an **Account Number File (ANF)** to help coordinate HSA contributions. The ANF provides you with detailed information for your group, including the names of your employees with HSAs, account numbers, Social Security Numbers and the current status of each employee's account. Review the ANF frequently to ensure only active employees are included in your employer group.

#### ACCOUNT NUMBER FILE SPECIFICATIONS

Status codes:

- A (ACTIVE ACCOUNTS): Employee's account has been opened.
- C (CLOSED ACCOUNTS): Employee's account has been closed.
- P (PENDING): Initial enrollment information has been received, but it was not sufficient to open their account. Additional information has been requested from the applicant.
- T (PHYSICAL ADDRESS NEEDED): Initial enrollment information has been received but a physical address is needed to open the account. A physical address has been requested from the applicant.

The ANF is delivered via **secure email** as often as you want. You can choose from the options below:

- DAILY Sent each business day of the week
- SEMI-WEEKLY Sent Sundays and Wednesdays
- WEEKLY Sent Sundays
- MONTHLY Sent the first business day of the month

### CREATING A SECURE EMAIL ACCOUNT

For security purposes, Optum Bank requires that secure email be used for all Account Number File (ANF) recipients. Each recipient will need to create his or her own account. Each recipient will only be required to do this once. A confirmation/funding request email will be sent via secure email. Employers sending contribution allocation files for Combined Sum ACH or Wire contributions must send the file via secure email.

### REGISTER FOR AN ACCOUNT

In order to register for a secure email account, follow the instructions provided in the secure email instructions document.

### MONTHLY EMPLOYER SUMMARY REPORT

Optum Bank provides employers with a monthly report that includes year-to-date summary data. This report shows employer contribution and disbursement transactions, as well as account statuses and average balances. This report is meant for informational purposes and should not be used for reconciliation. The **employer summary report** is available on the employer portal. A summary report **glossary** is also available.





## Employer best practices

Ensure your employee's enrollment in an HSA goes as smoothly as possible with these best practices:

### **Provide physical street addresses (cannot be a P.O. Box)**

Request an updated mailing address from your employees prior to entering enrollment.

The USA PATRIOT Act mandates that all banks verify certain information about an individual before an account can be opened. As a result, each individual who enrolls in an HSA must be vetted through a customer identification process. To ensure a successful vetting process, the employee's address must be a street address and not a P.O. Box. A P.O. Box as the primary address or an incorrect physical address can delay the vetting process, which will also cause delays in opening the account and receiving welcome kits and debit cards.

### **Provide email addresses**

Make sure to provide Optum Bank with your employee's email address. Employees who provide their email address will automatically subscribe to *Health Savings News*, a bimonthly e-newsletter that provides tips on saving and paying for health care with an HSA.

### **Communicate to employees when they should receive their Optum Bank welcome kit.**

Many times, employers have a brief processing period after employees make their benefit selections and before information is sent to Optum Bank and their accounts become active. To avoid confusion, make sure employees know that once they receive their welcome kits, they can call Optum Bank with questions about their account.

### **Provide Optum Bank with your employee's phone number.**

Our fraud department uses an account holder's phone number to validate a charge against their debit card. Providing an updated phone number allows for a quick response to possible fraudulent charges or other account issues. Optum Bank does not call HSA customers to sell other products or services.

### **Initial contributions: Communicate to your employees the dates that you will be submitting the initial funding for their accounts to Optum Bank.**

Account holders frequently call Optum Bank, rather than their benefit or payroll department, inquiring about the initial payroll or employer contribution to the account. Since funding dates are at the discretion of the employer, this is not information Optum Bank can provide. Communicating the anticipated date for this first deposit will reduce unnecessary confusion with account holders.

## Contribution methods

Optum Bank can accept funds as soon as the employee's application is approved by Optum Bank and the account is opened. Optum Bank offers employers three options for making employer and employee HSA contributions.

THESE OPTIONS ARE LISTED ON THE FOLLOWING PAGE:

1. Employer portal — pulls contributions from the employer's account.
2. Direct deposit/PPD ACH — A "one-step" bank-to-bank contribution process.
3. Combined sum ACH or wire — A two-step contribution process consisting of a submission of a detailed contribution file followed by a lump sum ACH or wire.

TO ENSURE SUCCESSFUL PROCESSING OF CONTRIBUTIONS INCLUDE ALL REQUIRED DEPOSIT DATA:

1. Deposit amount
2. HSA bank account number or SSN (obtained through the ANF)
3. Contribution type (employee or employer) and
4. Contribution year (current year or prior year). Prior year deposits are accepted through the annual tax deadline, typically April 15 of each year.



For more information regarding the Optum Bank contribution options, please review the [Optum Bank HSA contribution guide](#).

Method type	Description	Eligible groups	Posting time frames
Employer portal (ACH is pulled)	Most efficient posting method — we will auto-debit your corporate account for contributions submitted online. Only method that "pulls" funds and generally has no setup required with your bank.	Groups of any size are eligible for this method — recommended over all other contribution options for all groups.	Funding requests MUST be submitted and approved online by 3:30 p.m. ET two business days prior to the anticipated funding date.
Prearranged payments and deposits (PPD) ACH	Highly efficient posting method — requires only one step from the employer after initial setup.	Groups of any size are eligible for this method.	PPD funds are posted upon receipt of the funds.
Combined sum ACH or wire	This popular posting method requires a two-step process from the employer — first an allocation file is sent to Optum Bank indicating the contribution amounts and transaction details. The ACH or wire is originated by the employer after validation is received from the bank.	Groups of any size are eligible for this method.	Combined sum ACH and wire funds are posted within 24 hours of receipt of funds. (A valid allocation file is required to post.)

## Employee-initiated contributions

### PAYROLL DEDUCTION

One of the easiest ways to add funds to the HSA is through payroll deduction. Encourage your employees to sign up for payroll deduction and remind them how frequently they can change that amount. Medical expenses are a part of life. It's important your employees are prepared.

### MAKE A DEPOSIT ONLINE

Account holders can electronically transfer funds into their HSA by logging into their account at [optumbank.com](https://optumbank.com) and clicking on "Make a deposit" to transfer money into their account. Account holders will need to include the bank routing/transit number as well as the checking/savings account from which they are transferring funds.

### CHECK CONTRIBUTIONS

Employees can make a lump sum deposit by mailing in a check with a [deposit form](#).

### IMPORTANT NOTE:

Optum Bank processes deposits for HSAs and does not collect, record or retain the individual "election amounts." Optum Bank will monitor to the family maximum plus the 55 and older catch-up amount published by the IRS. The account holder is responsible for ensuring that they do not over-contribute based on their specific situation.

## Health accounts education suite

Our exclusive Health Accounts Education Suite is a toolbox of ready-to-use communications and plans to help increase health account enrollment and engagement among your employees. A complete course of health accounts education is accessible at [openenrollment123.com](https://openenrollment123.com).

OPENENROLLMENT123.COM provides employers preparing for their annual benefit enrollment with education tools, including:

- “Two-minute Answers” — a series of videos on health accounts
- Self-guided tours — brief, interactive presentations that allow employees to learn at their own pace
- Live and prerecorded webinars with experts in health accounts
- Brochures and fliers to share with your employees

### HSA USER GUIDE

After your employees have opened their HSAs, publish a copy of the [HSA user guide](#), which is a comprehensive “owner’s manual.” This valuable tool for new account holders covers banking, tax rules, eligibility and other key information.

Encourage your employees to visit [optumbank.com](https://optumbank.com) for links to forms, IRS resources and frequently asked questions.

## Account holder statements

### MONTHLY STATEMENTS (SUMMARY OF ACCOUNT ACTIVITY)

Monthly bank statements are delivered online unless the account holder specifically requests a printed statement. Requests for printed statements can be made by logging in to your account and changing your HSA paperless settings found in the profile section of the website or by calling the number on the back of the HSA debit card.

## Tax forms

There are three tax forms associated with an HSA: IRS Form 1099-SA, IRS Form 5498-SA and IRS Form 8889.

### ANNUAL IRS TAX FORM 1099-SA

This form provides account holders with the total distributions that were made from their HSA. It’s mailed to the account holder, with a copy sent to the IRS, at the end of January each year. If the account holder did not have distributions during the tax year, he or she will not receive a 1099-SA. Account holders should retain a copy for their records. They can get this information by [logging into their account](#) and selecting “Statements.”

### ANNUAL IRS TAX FORM 5498-SA

This form informs account holders of the contributions made to their HSA in that particular tax year. It is mailed to the account holder, with a copy sent to the IRS, at the end of January each year. Account holders can make contributions to their HSA for a tax year until the tax filing deadline of the following year, typically April 15. Customers who make a prior year contribution between January 1 and April 15 will receive a revised 5498 in May after the tax deadline has passed. They can get this information by [logging into their account](#) and selecting “Statements.”



If you have any questions or suggestions to improve our products or services, contact our Broker Employer Service Team (BEST).

### PHONE:

1-866-234-8913, option 4, Monday–Friday, 8:00 a.m. to 8:00 p.m. Eastern time.

### EMAIL:

[hsagroup@optumbank.com](mailto:hsagroup@optumbank.com)

We will respond to your email within 48 hours.

### WEBSITE:

Account holders can get answers to their HSA questions by visiting [optumbank.com](https://optumbank.com) or by contacting customer service at the number listed on the back of their debit card.

#### IRS FORM 8889

Account holders will file this form with their income taxes to report year-to-date contributions and distributions from their HSA. Account holders can obtain this information by **logging into their account** and selecting “Transactions” or “eStatements.”

## Frequently asked questions

### WHO IS ELIGIBLE TO HAVE AN HSA?

An eligible individual is:

- Covered by a qualifying high-deductible health plan.
- Not covered by any other health plan (such as a spouse’s plan) unless it is other permissible coverage (for example, vision or dental coverage).
- Not enrolled in Medicare.
- Not claimed as a dependent on another person’s tax return.

### HOW DOES AN EMPLOYEE OPEN AN HSA?

Each individual must indicate their intent to open an HSA with Optum Bank. This can be done through an online enrollment with an electronic signature, paper enrollment with a wet signature or batch process with an affirmation. Before opening an HSA for any new applicant, Optum Bank must perform certain screening procedures, referred to as “Know Your Customer” (KYC).

### WHAT IS THE “KNOW YOUR CUSTOMER” (KYC) SCREENING?

Federal law requires all financial institutions to obtain, verify and record information that identifies each person who opens an account.

Once Optum Bank receives any type of enrollment data, they will perform a KYC screening. This involves two steps:

1. Validate that the applicant is who they claim to be.
2. Validate that applicant is not on any lists of known or suspected terrorists.

### WHAT ARE SOME COMMON REASONS FOR AN APPLICANT TO FAIL THE KYC SCREENING?

1. Applicant misspells/misprints name, address, Social Security number or date of birth.
2. Data entry error — applicant’s name, address, Social Security number or date of birth.
3. Applicant recently moved.
4. Applicant recently changed their name (e.g., married).
5. Young individuals or others who do not have a credit history or information available through public records.

### WHAT HAPPENS WHEN AN APPLICANT FAILS THE KYC SCREENING?

The applicant is put in a “pending” status. **Optum Bank sends a letter to the applicant explaining that additional information is required in order to verify their identification.** The additional documents that may be requested include:

1. Photocopy of a valid photo identification card showing residence (driver’s license, passport, state- or government-issued photo ID).
2. Photocopy of the applicant’s Social Security card.
3. If the applicant’s photo identification card does not list their current address, they need to also send a photocopy of a utility bill with their name and current address.



This information presented in this guide is intended to provide general information and is not intended as legal, financial, or tax advice. Employers and individuals should consult their own legal, financial, and tax advisors for advice specific to their individual circumstances.

Health savings accounts (HSAs) are individual accounts offered or administered by Optum Bank®, Member FDIC, and are subject to eligibility requirements and restrictions on deposits and withdrawals to avoid IRS penalties. State taxes may apply. Fees may reduce earnings on account. This communication is not intended as investment, legal or tax advice. Federal and state laws and regulations are subject to change.

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