

## NueSynergy to MetLife HSA Transfer Overview

### KEY MILESTONE DATES

Below are important dates to keep in mind during this process. *Please note that if any key milestones are missed, the entire bulk transfer timeline could be at risk.*

10/1/21	Consent Banner Placed on NueSynergy Kansas Member Portal
10/31/21	Consent Banner Removed from NueSynergy Kansas Member Portal
12/15/22	Investments must be liquidated & auto investments turned off by member with NueSynergy no later than date provided, or risk being removed from transfer
2/2/22	NueSynergy begins blackout – No more activity on member’s account
2/9/22	NueSynergy ends blackout – Accounts closed
2/11/22	NueSynergy initiates transfer of funds via ACH/Wire to MetLife
2/11/22	NueSynergy sends allocation roster with amounts via secure email to MetLife

### ADDITIONAL INFORMATION

- Transferring your NueSynergy Health Savings Account (HSA) to Metlife is **optional** as you are allowed to have more than one HSA.
  - For HSAs with an average daily balance over \$2,000, the admin fees will continue to be waived.
  - For HSAs with an average daily balance less than \$2,000, a \$1.75 monthly admin fee will be charged to the account.
- Member’s HSA must be in an Open/Active account status in order to be included in the Bulk transfer.
- HSA investments must be liquidated at the NueSynergy Kansas Member Portal for funds to transfer if applicable. (See screen shots below.)
- If an employee chooses not to participate or is excluded from the bulk transfer for any reason:
  - Their account with NueSynergy will be transferred to a retail account (i.e. no longer associated with the State of Kansas as an employer) and be subject to a monthly maintenance fee as applicable.
  - The employee will need to fill out a MetLife Individual Transfer of Assets form if they still wish to transfer funds. The individual trustee to trustee transfer process may take up to 6-8 weeks. An account closure fee may apply.

**Full-service administration of consumer-driven and traditional account-based plans.**

## FREQUENTLY ASKED QUESTIONS

**Q: How do I contact MetLife if I have questions about my MetLife HSA?**

A: You can contact MetLife customer service at 877-759-3399.

**Q: What happens if I don't elect to transfer my HSA at this time?**

A: If you keep your HSA with NueSynergy and participate in the new MetLife HSA, you will have two active HSA accounts. All of your current year contributions through your employer will be deposited into your new HSA.

**Q: What happens if I have an investment account with my NueSynergy HSA and wish to transfer my HSA to MetLife?**

A: To participate in the bulk transfer, you will need to liquidate your investment balance (if applicable), prior to transferring funds. As detailed in the above outline, this must be completed by December 15, 2021.

*For additional instructions on how to liquidate your investment balance please refer to the below section "How to liquidate the balance of your investment account."*

**Q: Is this transfer of funds considered a distribution from my NueSynergy HSA or is it considered as a contribution to my new MetLife HSA?**

A: Neither. The amount transferred directly from one HSA trustee or custodian to another trustee or custodian is not included in income, nor is it deducted as a contribution or included as a contribution on Form 8889 – Health Savings Account (HSA) tax form. In other words, it will not count toward your annual IRS contribution maximum for the year.

**Q: Will I have access to my NueSynergy HSA funds during the transfer process?**

A: You will still have access to these funds up until the blackout start date. However, once blackout begins, your access to funds will be frozen until transfer is complete, and these funds are available in your MetLife HSA.

**Q: Will I have any access to HSA funds in my MetLife HSA during the transfer process?**

A: Yes, you will have access to any funds deposited into your MetLife HSA throughout the entire process.

**Q: Why did my funds not transfer even though I consented to the bulk transfer?**

A: Listed below are some reasons why your funds may not have transferred even though you completed the consent process. Please reach out to your employer for more detailed answers.

- Your account is not in Open/Active status with the new custodian.
- Your consent form is not completed.
- Your account already closed or has a \$0 balance with the prior custodian.
- You did not liquidate investment dollars on time, if applicable.

## FREQUENTLY ASKED QUESTIONS

**Q: How will I access my NueSynergy HSA funds if my NueSynergy debit card expires before my funds are transferred to the MetLife HSA?**

A: As part of the transfer process, replacement cards for members only enrolled in the NueSynergy HSA will not be issued. You will continue to have access to your NueSynergy HSA up until the blackout period and can reimburse yourself or pay a provider by utilizing the online bill pay feature of your account.

*Please note:* If you choose to keep your NueSynergy HSA and not transfer funds to MetLife, you can contact the NueSynergy customer service team and request a replacement debit card to be issued for you and any dependents. If you are enrolled for 2021 or will be enrolled in a Health Care or Dependent Care Flexible Spending Account (FSA) in 2022, you will automatically receive a replacement debit card.

**Q: How will I access my tax forms 1099-SA and 5498-SA for the 2021 plan year if I close my NueSynergy HSA?**

A: You will continue to have access to your online account even after your HSA transfers – and your HSA tax forms will be posted within your online portal just as they have in previous years.

**Q: When should I shut off any reoccurring payments I have created within online bill pay?**

A: Any reoccurring online bill payments should be shut off by January 15, 2022.

**Q: If I transfer my HSA, how long will I have access to my online account?**

A: You will continue to have access to your online account (i.e., tax forms, transaction history, etc.) for all of 2022.

**Q: Is there a closure fee if I choose to transfer my account after October 31, 2021?**

A: Yes, if you choose to close and transfer your NueSynergy HSA after October 31, 2021, you will need to complete the MetLife bank-to-bank transfer form and will be subject to a \$15 closure fee.

**Q: If I have investments and am choosing to transfer my HSA. When must I liquidate my investments?**

A: If you are choosing to transfer your NueSynergy HSA and also participate in investments, you will need to close your investments and transfer them to your HSA cash account no later than December 15, 2021. If your investments are not closed, your HSA will not be transferred to MetLife.

Please note:

- Investment funds can take 3-5 business days to transfer to your HSA.
- For investments accounts, dividends and interest post on varying days based on the fund in which the accountholder is invested. Typically, they should all post within the first week of the month (possibly even by the 3rd or 4th market day).

# HOW TO LIQUIDATE THE BALANCE IN YOUR INVESTMENT ACCOUNT

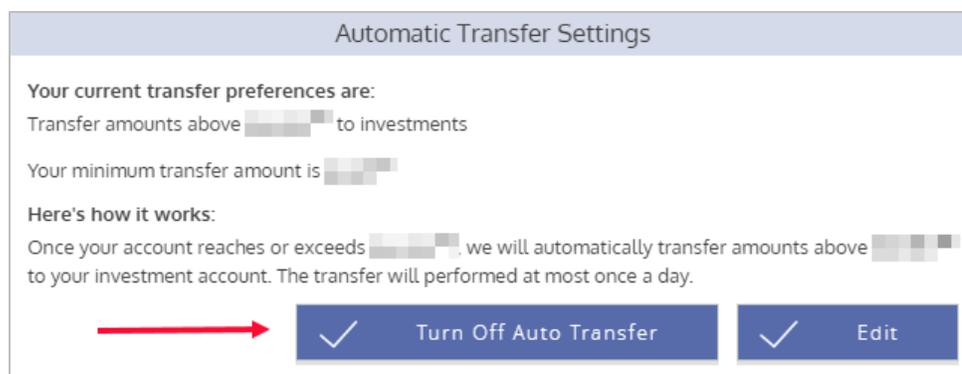
## » Step 1: Turn off Auto Transfer to Investments

Once logged into the member website, go to:

**My Accounts > Benefit Account Summary > Investments**

If the automatic transfer to investments feature is enabled on your HSA account, this feature must be turned off by first selecting **Edit Automated Investment Transfer**.

Failure to turn off the automatic transfer feature will result in your HSA Balance being automatically transferred back to your investment account and will delay the account closure process.

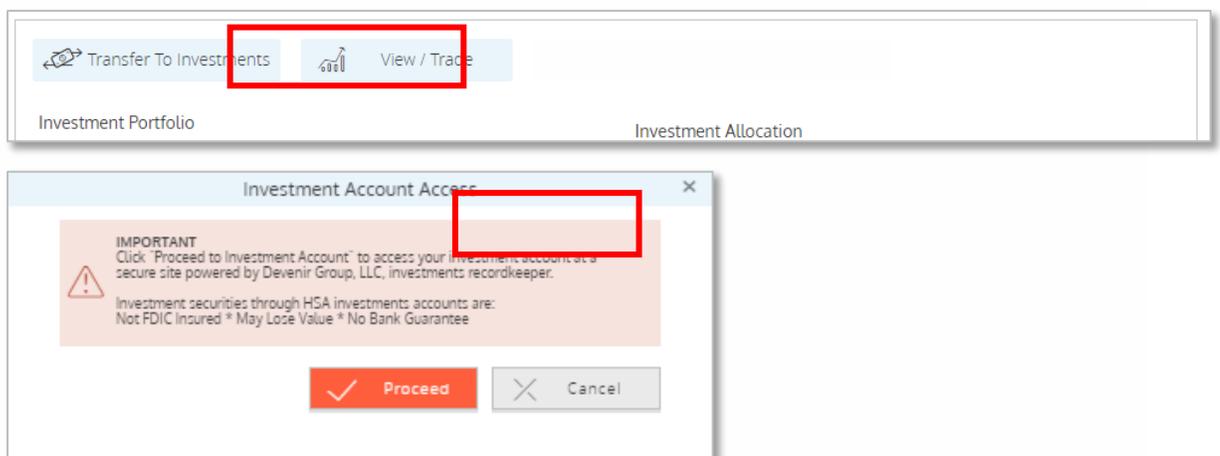


## » Step 2: Access your Investment Account

Once logged into the member website, go to:

**My Accounts > Benefit Account Summary > Investments > View/Trade.**

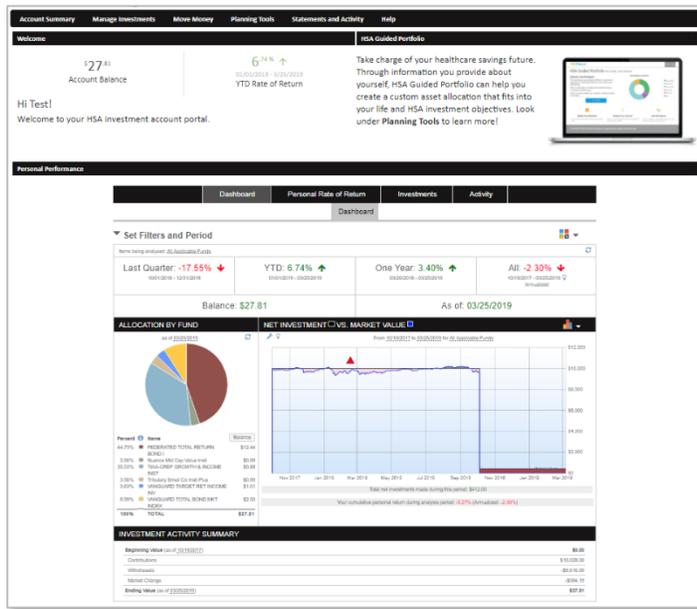
You will manage your investment account through our HSA investment partner's website. If a new window does not open automatically, check, and disable your pop-blocker within the browser window.



# HOW TO LIQUIDATE THE BALANCE IN YOUR INVESTMENT ACCOUNT

## » Step 3: View and Manage your Investments

You will be taken to the investment account homepage where you can manage your account.



## » Step 4: Transfer your Investment Balance to your HSA Account

You can then transfer the balance from your HSA investment account back to your HSA deposit account by typing in the balance and clicking the submit button.

Investments will be liquidated, and the investment funds will be credited to your HSA deposit account within 3 active trading/business days.

The screenshot shows the 'Transfer to HSA' form. At the top, there are navigation tabs: Account Summary, Manage Investments, Move Money, Planning Tools, Statements and Activity, and Help. The 'Move Money' tab is selected, and the 'Transfer Back to Base Account' sub-tab is highlighted with a red box. The form includes a 'Transfer Information' section with a table showing 'Total Account Balance' (\$27.81) and 'Amount Available' (\$24.82). Below this is a 'Transfer Information' section with a 'Transfer Amount' input field, a 'Reason and Payment Method' section with dropdown menus for 'Reason for Transfer' and 'Transfer Method', and a 'Submit Request' button. A red arrow points to the 'Submit Request' button.

## NUESYNERGY CONSENT BANNER SAMPLE SCREENSHOTS

The easy HSA transfer banner is located on the landing page when the participant signs into the portal. Refer to the sample screenshots below for further detail:

### » Step 1: Get started with selecting the 'Easy HSA Transfer' button on the banner:

The screenshot shows the top navigation bar of the ConsumerFunding Solutions portal. The user is logged in as 'hcatransfer52' with a last login of '7:22am on Dec 12, 2018'. The main banner area features the text: 'TRANSFER YOUR HSA FUNDS. Do you have more than one HSA? Transferring your other HSA balance and combining all of your HSA funds into one account is quick and easy – and can save you money. Click the Easy HSA Transfer button to get started today!' Below this text is a prominent button labeled 'EASY HSA TRANSFER' with a right-pointing arrow. To the right of the text is an illustration of two piggy banks, one larger than the other, with gold coins floating around them.

### » Step 2: Select your prior custodian:

This screenshot shows the 'Easy HSA Transfer' process. The user is logged in as 'hsatransfer40'. The page title is 'Easy HSA Transfer'. Below the title is a progress bar with four steps: 'Select your bank', 'Select your account', 'Authorize Transfer', and 'Confirmation'. The 'Select your bank' step is highlighted in green. Below the progress bar, the text reads: 'Please selection an option below and click 'Continue''. There is a dropdown menu for 'HSA Custodian Bank' with 'Optum Bank' selected. At the bottom left, there is a green button with a checkmark and the text 'CONTINUE'.

### » Step 3: Select your new custodian:

This screenshot shows the 'Easy HSA Transfer' process. The user is logged in as 'hsatransfer40'. The page title is 'Easy HSA Transfer'. Below the title is a progress bar with four steps: 'Select your bank', 'Select your account', 'Authorize Transfer', and 'Confirmation'. The 'Select your account' step is highlighted in green. Below the progress bar, the text reads: 'Let's get started on the Easy HSA Transfer Process! To get started, please select the account below that you want to move money from and click 'Continue''. There is a dropdown menu for 'Health Saving Account' with 'HSA PNC AE' selected. At the bottom left, there is a green button with a checkmark and the text 'CONTINUE'.

# NUESYNERGY CONSENT BANNER SAMPLE SCREENSHOTS

## » Step 4: Consent to legal language provided by custodian:

### Easy HSA Transfer

Transfer of Assets Authorization

Select your bank > Select your account > **Authorize Transfer** > Confirmation

**Authorization to Transfer and Close HSA**

Effective January 1, 2020, the new custodian bank for your Health Savings Account will be PNC Bank. If you currently have an account with Optum Bank, you need to authorize the movement of your funds at Optum Bank to the new account opened at PNC Bank. No further contributions will be made by your employer to your account at Optum Bank.

By clicking the box below, I am providing my electronic consent and direction that Optum Bank close my current HSA and transfer the balance to PNC Bank.

Further, I acknowledge the following:

- \*My Optum Bank HSA will be closed, and I will not be able to make contributions to or distributions from my Optum Bank HSA.
- \*My Optum Bank HSA cash balance will be transferred to New Custodian, provided that it is opened and in good order.
- \*If I currently have invested a portion or all of my HSA account balance, I may liquidate and transfer those funds to the HSA cash account prior to my transfer. If I do not transfer these funds to the account, Optum Bank is authorized to liquidate these funds on my behalf prior to the transfer of funds and close my investment account. The proceeds from the liquidation will be transferred to my new HSA.
- \*The transition period will begin on [Date] and end on [Date]. Access to my Optum Bank HSA records and funds will be suspended (including cancellation of my debit card) on [Date].
- \*The consent requests the transfer to occur in approximately 4-6 weeks. Optum Bank will make every effort to execute this transfer near that date, but certain circumstances may cause a delay. Additionally, Optum Bank may not be able to execute this transfer request should I have a zero or negative balance on my account, my account is closed, or should my new Custodian not have an account in my name, or for other similar reasons. Optum Bank is in no way responsible for the timing of my new Custodian HSA being credited.

I, hsatransfer40 hsatransfer40, authorize Optum to transfer all assets in my account to PNC.

I, hsatransfer40 hsatransfer40, do not agree to transfer my HSA from Optum Bank.

SUBMIT

## » Step 5: Confirmation page

### Easy HSA Transfer

Easy HSA Transfer

Select your bank > Select your account > Authorize Transfer > **Confirmation**

Hsatransfer40 – Thank you for choosing to transfer your funds from Optum Bank to PNC on 04/29/2020 21:21:03. Please print or save this page for your records.

PRINT  CONTINUE