



**Health Savings Account
New Web site
Frequently Asked Questions**

Q How do I access my account?

A. *You will access your account at www.53hsa.com, and then select **Account Access** to begin the login steps.*

Q. Will my username (login) work?

A. *Yes, you will use your current username. You will be asked to create a new password and to answer personal identification and security questions before proceeding to your account information.*

Q. Will my debit card number remain the same?

A. *Yes. You will continue to use your current HSA Debit MasterCard® to pay for qualified medical expenses.*

Q. Will my checking account number remain the same? And, will I still be able to use my current check supply?

A. *Yes, your checking account number for your HSA will remain the same. And, yes, if you have checks, you may continue to use them.*

Q. Can I access my HSA funds if I do not have a debit card or checks?

A. *Yes. You can initiate an ACH Distribution (outgoing transfer) via the new Web site.*

Q. Will I be able to make online contributions to my account?

A. *Yes. Beginning February 26, 2010, you may make a contribution to your account via a linked external bank account or by ACH. If you created, or set-up recurring contributions on the previous Web site, you will find that this feature is no longer available*

Q. I had multiple linked external bank accounts that I used to make contributions or pay fees with in the previous website. Will that transfer to the new website?

A. *No. Only one account will be added as a linked external bank account in the new web site. We recommend that you verify the account that has been added and make any necessary changes online.*

Q. Will I have the ability to make an online bill payment to my physician or other payee?

A. *No. You will only be able to make disbursements by debit card or check. Online Bill Payment is expected to be available May 1, 2010. If you would like to order checks, contact the Health Savings Account Support Center at 1-888-350-5353.*

Q. Will the recurring or scheduled payments that I set-up on the previous Web site occur on the new Web site?

A. *No. All scheduled, or pending, bill payments and contributions have been cancelled. If you created, or set-up recurring contributions on the previous web site, you will find that future scheduling and recurring payment features are currently not available.*

Q. Will I be able to see all of my prior transactions?

A. *Yes. All transactional history will be available on the new Web site.*

Q. How can I obtain a copy of prior monthly statements now?

A. *Online copies of prior monthly statements and receipts (if you uploaded into the Receipt Manager), will be available on the new Web site soon. If you require a copy, please contact the Health Savings Account Support Center at 1-888-350-5353.*

Q. I uploaded receipts to the previous Web site. How can I obtain a copy of my receipts?

A. *Online copies of stored receipts (if you uploaded into the Receipt Manager), will not be available on the new Web site immediately. If you require copies of your receipts, please contact the Health Savings Account Support Center at 1-888-350-5353*

Q. Will my 2009 year-end tax forms be delayed?

A. *No, you should have already received Form 1099-SA for tax year 2009. Form 5498-SA will be mailed no later than June 1, 2010.*

Q. Will I be able to view my Investment Account balance on the new Web site?

A. *Yes, the Market Value of your investment account will be displayed on the new Web site. For a brief period of time, you will not be able to view individual shares/funds or buy or sell funds.*

Q. What features will I have when I am able to buy or sell mutual funds?

A. *The new Web site enables you to take advantage of many new features and planning tools such as Automatic Rebalance and Account Projections which will give you better control of your HSA investments.*

Q. How do I order a new debit card?

A. *Contact the Health Savings Account Support Center at 1-888-350-5353.*

Q. How do I report my debit card as lost or stolen?

A. *Contact the Fifth Third Bank Support Center at 1-866-706-6464.*

Q. Where can I call if I have more questions?

A. *Please call the Health Savings Account Support Center at 1-888-350-5353 or contact us via email at hsasupport@53.com. There is also online help available on the HSA website.*