

Frequently Asked Questions

Bancorp to HealthEquity Transition

Health Savings Accounts

Background: The Bancorp Bank's Health Savings Account (HSA) business has been acquired by HealthEquity, a leading HSA administrator based in Draper, Utah. The transition of our BlueSaver member's MySmartSaver HSAs will occur over the next few weeks.

A timeline of the key dates for members can be found below these FAQ's.

Additional member information can be found at www.healthequity.com/bancorp/members.

FAQ's:

Will account holders receive new debit cards?

Yes. New debit cards and welcome kits have been mailed. The return address on the mailer will be HealthEquity.

The last day for account holders to use *current* MySmartSaver debit card will be Dec. 4, 2015. New MySmartSaver debit card will begin working on Dec. 7, 2015, after card is activated. (See timeline below)

Will debit card auto-deductions from providers or autopay set up from www.mysmartsaver.com transfer to new debit card?

No, account holders will have to provide the new MySmartSaver debit card number to providers and/or establish a new autopay.

Will debit card transactions be allowed at ATMs?

No. New MySmartSaver debit cards can no longer be used at ATMs and debit card PINS will not be issued.

Will HealthEquity continue to issue MySmartSaver checks?

No. Paper checks will no longer be issued for MySmartSaver HSA beginning Dec. 4, 2015. Beginning Dec. 7, 2015, all MySmartSaver transactions will need to be made through the new MySmartSaver debit card.

How does MySmartSaver account holder access their account online?

www.mysmartsaver.com

A link to HealthEquity's account holder page will be included on top of www.mysmartsaver.com. Account holders will also need to create new log-in and password when visiting HealthEquity's account holder page.

Is there any action required for the account holders during this transition?

The only action needed is to activate the new MySmartSaver debit cards when they are received.

The letter I received includes fee information. Will I be charged a monthly admin fee for my HSA account?

No. You will not be charged a monthly admin fee for your HSA account.

Can I transfer my HSA funds to another bank?

Yes. **However, if you choose to move your funds to an HSA provider other than HealthEquity, you will be responsible for your own administrative fees and the state will not be able to deposit pre-tax funds into your account.**

Will my HealthEquity MySmartSaver debit card function the same as my previous card?

Not necessarily. HealthEquity's card helps you stay in compliance with IRS rules and can be used at health-related merchants and vendors to pay for your eligible health expenses. Even if you accidentally try to use your HSA card for a tank of gas or movie tickets, your MySmartSaver debit card won't let you make that mistake. Your card knows that the

money in your account is meant to be used for eligible expenses like purchasing prescriptions, making co-pays, paying for an urgent care situation or visiting the dentist.

HealthEquity contact information 24/7/365:

Account holders: 1-877-987-8123 or memberservices@healthequity.com

HSA Education site: www.healthequity.com/ed/mysmartsaver

Transition Timeline

The transition from Bancorp to HealthEquity will occur automatically on Dec. 5, 2015. Here are some other important dates:

- **Week of Nov. 9, 2015:** HealthEquity welcome letters will be mailed to OGB members enrolled in the Pelican HSA775.
- **Mid-November:** MySmartSaver Visa® Health Savings Account Debit Card* and welcome kit should arrive and members will have immediate access to the HealthEquity member portal.
- **Dec. 1, 2015:** For contributions outside of payroll deductions, members should send those to HealthEquity for processing.
- **Dec. 4, 2015:** Last day to use the Bancorp Bank's MySmartSaver card. These debit cards will be deactivated and MySmartSaver HSA checks written after this day will no longer be processed.
- **Dec. 5-6, 2015:** The Bancorp Bank card is deactivated. Balances no longer available at The Bancorp Bank. HAS funds will not be available during these 2 days. Members will have access to view their Bancorp Bank account details on www.mysmartsaver.com until March 31, 2015.
- **Dec. 7, 2015:** The members remaining MySmartSaver HSA funds will be available on HealthEquity's MySmartSaver HSA debit card. Members should wait to use their new HealthEquity MySmartSaver card until after this date.