



Account Holder Frequently Asked Questions

Optum's® purchase of Wells Fargo's Health Benefit Services

ACCOUNT HOLDER FEES

Q: Will there be a change in account fees with the transition to Optum?

A: No, there will not be a change in fees with the transition.

Q: Are there any fees associated with the liquidation of HSA investment accounts?

A: Investments will be transferred in-kind, meaning there will be no need for account holders to liquidate their investment accounts. While there will be no fee for the transfer to Optum, current fees will apply if an account holder chooses to liquidate their investment account. Following transition, Optum will be providing additional fee schedule information as may be needed.

Q: Besides a monthly fee, what other fees could I incur?

A: In the future, Optum will communicate with account holders about the specifics of the Optum HSA, including any fee structure that may apply.

Q: Will account holders be charged the \$25 closure fee for accounts transferring to Optum? At what point will we stop transferring accounts to Optum prior to the transition?

A: There is no closure fee when an account is moved from Wells Fargo to Optum as part of the overall transition. To avoid incurring any unnecessary fees, we encourage you to take no action with respect to your account and your funds will be transferred with the transition.

If you do close your Wells Fargo HSA prior to the transition, Wells Fargo will continue to charge the \$25 fee for outgoing transfers.

Q: Will customers who have an ongoing fee waiver on their accounts continue to receive a fee waiver once converted to Optum? If not, what is the timing of the communication that will be sent to those account holders? A: Yes, there will not be a change in fees or fee-waivers with the transition.

ACCOUNT HOLDER (GENERAL)

Q: Will dependent cards be offered and, if so, how can they be ordered?

A: Dependent cards are available in the Optum HSA. They can be ordered online or through the call center.

Q: What action does an account holder need to take if they want to keep their investment account at Wells Fargo and/or keep their HSA at Wells Fargo?

A: The Wells Fargo HSA business has been divested to Optum. All HSA accounts will be transferred to Optum, including investment balances in the HSA.

Q: Will existing account holders have to accept terms and conditions again?

A: No, a new account affirmation is not required. Upon getting regulatory approval, Wells Fargo will assign the current HSA account terms and conditions to Optum. However, account holders accessing the Optum website for the first time will have to accept those website terms and conditions.

Q: If an account holder already has an Optum HSA, will the Wells Fargo HSA automatically be combined with the Optum HSA, or will the account holder pay for two accounts and be responsible for combining them at a later date?

A: No, during the migration process, your Wells Fargo and Optum HSA will be consolidated into one Optum HSA. You will retain your Optum HSA history and add the balance from your Wells Fargo HSA. The mutual funds available to you for investing will be consistent with your Wells Fargo HSA.





Q: Will account numbers change?

A: Yes, HSA account and bank routing numbers will change. Optum will communicate more about this change in the future.

Q: Will Optum incur the account holders' costs that are incurred as a result of this acquisition, if any?

A: There is no expense for clients or account holders related to the acquisition.

Q: Can you transfer funds from your Optum HSA to a personal bank account (like Chase, Wells Fargo, etc.)?

A: Yes, Optum offers a direct deposit option via ACH for disbursement or reimbursement back to an account holder. Account holders provide their bank account number and routing number.

Q: Will customer service still be available 24/7?

A: The Customer Service IVR is available 24 hours a day, 7 days a week. Customer service representatives are available Monday through Friday from 8 a.m. to 10 p.m. EST and weekends from 9 a.m. to 5:30 p.m. EST.

ACCOUNT HOLDER ONLINE EXPERIENCE

Q: Will there be website updates to our usernames/logins?

A: In the future, Optum will communicate about the Optum website and how to establish credentials. Until the transition, account holders will be able to view their HSAs on *Wells Fargo Online*[®].

Q: Will we lose the ability to access our HSA through our Wells Fargo Online profile?

A: Yes, after transition, the Optum HSA will not be integrated with Wells Fargo Online. All online access will be through the Optum website.

ACCOUNT HOLDER STATEMENTS AND TAX DOCUMENTS

Q: Are there any tax implications of liquidating an HSA investment account to transfer it to another bank?

A: The transfer to Optum will be done as a trustee-to-trustee transfer with the accounts transferring in-kind, so there should be no tax implications.

Q: Does the Optum HSA statement include the investment balance and balance per fund?

A: Yes, statements include aggregate balance and balance per fund.

Q: How are Optum statements generated: paper, online, or both? How long are they stored online to be available for download?

A: Optum statements are available online or on paper. Optum statements are available online for up to 36 months.

Q: How frequently will Optum statements be generated?

A: Optum statements are issued on a monthly basis.

INVESTMENTS

Q: What are the investments that will be offered?

A: Investments will transfer in-kind to Optum. In upcoming communications, Optum will share more information about its overall investment offering.

Q: What will be the investment threshold going forward?

A: The investment threshold will remain the same.





Q: Does the investment balance show online with a breakdown of the dollars in each fund?

A: Yes, the website shows both the aggregate balance and the balance by fund.

OPTUM MATERIALS AND COMMUNICATIONS

Q: What kind of resources will be provided to account holders?

A: Optum has a comprehensive website that includes a variety of resources for account holders, including bilingual materials. In the coming months, Optum will provide account holders with a more detailed overview of its website and the resources available.

Q: When will new debit cards be sent?

A: You will be hearing more about debit cards and welcome kits in the future. In the meantime, the Wells Fargo HSA debit card is still the primary method to pay for qualified medical expenses.