

Dear BenefitWallet HSA member,

BenefitWallet is committed to providing the best level of service to you; this commitment guides us as we face the challenges of responding to the global Coronavirus (COVID-19) outbreak. These are certainly unprecedented times for everyone.

We are working diligently to provide service to you during this period. Please review the following information regarding BenefitWallet services in the near future.

Revised BenefitWallet Service Center Hours of Operation

Starting Thursday, March 19, the hours of operation for the BenefitWallet Service Center will change to Monday through Friday from 10 a.m. to 6:30 p.m. Eastern Time. Given the significant impacts of COVID-19, we expect longer wait times in anticipation of reduced staffing as we implement “social distancing” for the well-being of our associates. We greatly appreciate your patience.

Self-Service Options

To avoid longer wait times when calling our Service Center, we encourage you to take advantage of our self-service tools on mybenefitwallet.com or through our mobile app. Once you have securely signed into your account, you can check your balance or perform transactions such as *Pay a Provider* or *Reimburse Myself*. If you have not created an account on mybenefitwallet.com, simply click *First Time User* in the upper right corner of the home page and follow the prompts. To download the BenefitWallet app, visit the app store specific to your device.

Debit Card Usage

We strongly encourage you to use your BenefitWallet debit card to pay for qualified health care expenses. To review the list of IRS eligible expenses, click [here](#). If you have not yet activated your BenefitWallet debit card, please do so as soon as possible so it's ready to use when you need it.

COVID-19 Expenses and Your HSA

Your HSA can be used to pay for any eligible health care expenses outside of what your health insurance provider will cover. Last week, the IRS issued [IRS Notice 2020-15](#), which “provides flexibility to [health insurance providers] to provide health benefits for testing and treatment of COVID-19 without application of a deductible or cost sharing.” **BenefitWallet strongly encourages you to check with your employer or your current health insurance provider to fully understand COVID-19 coverage and costs**, especially since new information and guidance continues to emerge.

We know these are uncertain times, but please remember your BenefitWallet HSA is available to pay for any eligible health care expenses you incur. If you need to contact the BenefitWallet Service Center, please call 877-472-4200. Representatives are available Monday through Friday from 10 a.m. to 6:30 p.m. Eastern Time.

Thank you and be well,

BenefitWallet