



Member Online Registration and Account Security Process

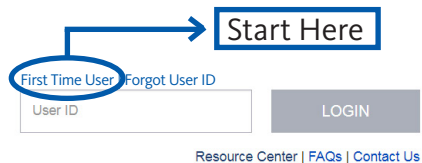
To create a Benefitwallet® account profile online, follow these steps:

- 1 Access the BenefitWallet member portal at www.mybenefitwallet.com.
- 2 Click *First Time User* in the upper right-hand corner of the page.
- 3 Enter the requested information to verify your account including your Social Security Number, date of birth, and ZIP code.
- 4 If prompted, follow the steps to provide the last four digits of your BenefitWallet debit card or request and enter a security code.
- 5 Create your personal User ID and Password.

Note: If you have more than one BenefitWallet account, you can access your accounts using the same User ID and Password.

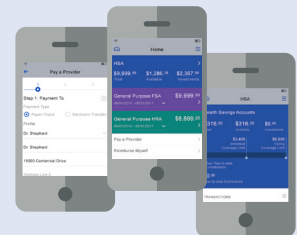
Important Security Actions

To help ensure account security and enable future password resets, please provide your email address and mobile phone number when first setting up your account. Be sure to create security questions, and once you sign on, visit the *My Profile* section under the *My Account(s)* tab. Double check that your mailing address is correct and set up your secure PIN code in the *Security Options* section.



Account Access On-The-Go

Want to check your balance at the pharmacy? Need to make a transfer while on-the-go? The BenefitWallet Mobile App has you covered. Download for iPhone or Android today. Just visit your phone's app store and search for BenefitWallet.



Home | Account Solutions | Members | Employers | Consultants | About Us

Get the Most From Your HSA

Health Savings Accounts (HSA) are the most tax-advantaged accounts available today. Whether you are planning to save, spend or invest with your HSA, BenefitWallet® helps you get the most from your account.

WATCH HSA OVERVIEW VIDEO

Keeping Your Account Secure

BenefitWallet is committed to helping you keep your account secure. With fraud on the rise, we work hard to stay one step ahead of criminals who may be trying to access your account and steal your money. To do so, we've tightened security controls on your account. We know this means accessing your account or recovering a lost password may require some additional steps, but we think you will agree the peace of mind is worth it!

Follow these steps to help avoid lockout and get access to your account as quickly as possible.

Tips for Accessing Your BenefitWallet Account

Initial Sign In: If you are unable to sign in when first registering for access, it's likely because we don't have an email address on file for your account. We need your email address to communicate with you, so please contact the BenefitWallet Service Center at **877.472.4200**, Monday through Friday from 8:00 a.m. – 11:00 p.m. ET or Saturday/Sunday from 9:00 a.m. – 6:00 p.m. ET.

- **What's needed for initial sign in?** Depending on your situation, you will typically need the last four digits of your Social Security Number (SSN), date of birth, and address or ZIP code, plus you may also need the last 4 digits of your debit card number. If you don't have your debit card, you will need a security code, which can be emailed on demand—only if we have an email address on file that you can match. If not, you will need to contact the service center at the number above.
- **Contact the BenefitWallet Service Center for a security code.** If you are unable to successfully register online, you'll need to contact the service center. You will need the same information listed above to verify your account by phone. If you do not have a debit card or an email address on file, we will mail a security code to the address on file, once you verify it. You can then use this security code to call back and register for online access.

- **Unable to get a security code?** If you are unable to get a security code for initial account access, it's probably because we are unable to verify your account based on the information provided to us by your employer or health plan. The final step is the address verification; if your address does not match what we have on file, then you will need to submit a notarized change of address form by paper mail. Once we have that address change we can mail a security code to your new address.

Locked Out from Online Access: If you get locked out of your account, you will need to contact the BenefitWallet Service Center to have your password reset. To do so, you will need your address, the last four digits of your SSN, and date of birth, plus either your debit card number or email address on file. If any of this data doesn't match our records, we will mail you a security code as long as we have your correct mailing address.

Pro Tip: Once you are able to access your account, log in often and review your *Account Profile* on the mybenefitwallet.com website to make sure we have your current information.



We're Here to Help

For more information visit our website at mybenefitwallet.com or call us at **877.472.4200**.

