



Navia Notifications



Important Communication Regarding the Custodian of Your HSA

Hi {var:first_name},

Avidia, the custodian of your {var:company} health savings account (HSA), is reducing the HSA portion of its business and requested its reassignment to WealthCare Saver. As a result, your HSA will transition to being custodied by WealthCare Saver, a fully integrated HSA custodial solution that includes a modern investment experience.

Action required: Familiarize yourself with this email and the mailed letter you will receive about this transition.

Important information

- Navia Benefit Solutions will remain your HSA administrator and you can continue to manage your HSA on the same benefits portal and mobile app as you do now.
- Your debit card number will not be changing.
- Your debit card will continue to work with a brief 5-day pause on spending during the transfer of your funds from Avidia to WealthCare Saver (details below).
 - Note: During this time, your Avidia HSA funds will be frozen, however, you can continue to use your existing card for any contributions that have been posted to your new WealthCare Saver HSA since it was opened, or your other benefit accounts.
- There is no action you need to take related to your routine payroll contributions.
- If you make direct deposits to your HSA, have automatic bill pay set up with your medical provider to pull funds from your HSA, or otherwise use your HSA routing and account number, you will need to change the routing and account number with your banking institutions and/or medical providers effective September 29, 2022.

Transition timeline:

- **September 12, 2022: Official notification.** Avidia will send an official notification via email, or mail if we do not have an email address, containing the full details of this transition.
- **September 29, 2022: WealthCare Saver account opened.** Your WealthCare Saver HSA will be created, and you will receive a new HSA routing and account number. At this point, you will see both an Avidia HSA and a WealthCare Saver HSA when you log into your benefits portal. **Please note:** The monthly WealthCare Saver account holder fee is being waived for the transition month, so you won't be charged for two accounts. Once your new account is open, you can:
 - Contribute outside of payroll, such as a one-time contribution or repeated scheduled contributions from your personal bank account to your HSA. Please be sure to update your account number and the routing number at this time.
 - Set up automatic bill pay with a provider
 - Transfer funds from another HSA
- If you have an Avidia checkbook, you will need to destroy all remaining checks. WealthCare Saver allows you to issue checks through the portal and have those mailed to your providers. Simply indicate "Pay Provider" and include the address, account number, and other required details.
- **October 24, 2022: Liquidation of your investments to cash.** Any HSA funds tied to investments through Avidia will be automatically liquidated as of this date to facilitate the transfer to WealthCare Saver. These funds will be liquidated and cash moved into WealthCare Saver HSA account for the account holder to choose open a WealthCare Saver Investment Account
- **October 31, 2022 – November 4, 2022: Transfer of Avidia funds.** Your HSA funds will be transferred from Avidia to WealthCare Saver over a 5-day period. During this time, your Avidia HSA funds will be frozen, however, you can continue to use your existing card for any contributions that have been posted to your new WealthCare Saver HSA since it was opened, or your other benefit accounts.
- **November 4, 2022: Funding transfer complete.** At this time, you can use your existing card for all accounts, including your WealthCare Saver HSA. You will also be able to select investment options through the WealthCare Saver investment solution if your cash account balance is more than \$1,000. As you access the investments area, carefully select your new WealthCare Saver HSA to view your new investment options. You will still see the old Avidia account through the tax deadline for 2022; but no further investments, transfers, etc., will occur through the old account.
- **Throughout 2023: 2022 tax forms.** Your tax forms for your Avidia and your WealthCare Saver 2022 HSAs will be available to download through the portal. If you have elected the option to receive paper tax forms, you will receive a copy of each through the mail.

If you have questions about this update, please contact the Navia Customer Service Team:

Phone: 425-217-0927 Toll-Free: 1-866-987-0031

Email: customerservice@naviabenefits.com

Sincerely,

Navia Benefit Solutions