

What is changing with my Health Savings Account (HSA)?

Elements is transitioning its HSA accounts to HSA Bank to provide members with enhanced tools, resources, and services from a nationally recognized leader in the HSA industry, effective October 1, 2025. This move ensures continued growth, innovation, and expert support for our members' health and financial wellness. Elements has partnered with HSA Bank for the past five years using their HSA portal platform. Your new portal will look similar with added improvements for efficiency and support.

Can I keep my other accounts and business at Elements Financial?

Yes, we are grateful to have you as a member of Elements. Your HSA is the only product transitioning away from Elements. Any additional products you have with us, including deposits, loans/mortgages, and credit cards, remain active with our credit union. We're here to help you with all your financial needs.

Do I need to take any action?

Your HSA will automatically transfer to HSA Bank if you maintain a balance greater than zero. If your balance is less than \$0.01 with no contribution activity for 2025, your HSA will not be transferred to HSA Bank and will be closed. No immediate action is required from you unless you are notified otherwise. The transition is designed to be seamless. You will receive a new account number and an HSA debit card for the primary owner from HSA Bank prior to the transition on October 1, 2025. Beneficiaries and authorized debit card users will not transition to HSA Bank. **Once you enroll in your new HSA portal, you will be able to add beneficiaries and authorized card users electronically.**

Are there changes to investment options?

If you have HSA investments with ABG Consultants, LLC, you must liquidate the investments prior to market close at 4 p.m. ET on September 15, 2025. If no action is taken, Elements Financial will be authorized to instruct ABG Consultants, LLC, to liquidate investments on your behalf on or about September 18, 2025. The settled funds will be available in your Elements Financial HSA cash balance on the next business day after liquidation. You may re-invest these funds after the transfer to HSA Bank is complete on October 1, 2025.

Please note:

- You will not be able to invest funds in your HSA Bank account until your HSA fully transfers to HSA Bank on October 1, 2025.
- Your HSA funds will not earn any interest while the account transfer is in process.
- We recommend you save current information and past statements prior to liquidation.
- Finally, the transition to the new custodian will terminate the advisory relationship with ABG Consultants, LLC., and such termination will be effective as of the transfer date.

Will my payroll be affected?

Unless you’ve heard from your employer that they will handle the transition for you, you will need to update your new HSA Bank routing and account numbers using your employer’s current method.

What happens to existing HSA Balances?

Balances will automatically transfer to HSA Bank on October 1, 2025.

Will I retain access to historical transaction data?

A final HSA statement from Elements will be sent to you via your current statement method. You will have read-only access to your Elements Financial HSA through Elements online banking, including expense history, until May 31, 2026. This allows you to view and save transaction history. Our recommendation is to save all expenses and investment documents for your records, if applicable. Your Elements HSA statement will be available in Elements online banking under Statements and Notices for 14 months.

What support is available for me during the transition?

Members can call HSA Support at 855-440-4472 or email hsa@elements.org.

Can I still use my HSA cards during the transition?

Yes, Elements HSA debit cards will remain active and can be used for eligible medical expenses without interruption through September 22, 2025. There will be a black-out period from September 23-September 30 during which you will not be able to use your debit card or make any HSA transactions, including automated payments linked to your HSA debit card/account.

Can I make contributions or initiate reimbursements in the Elements HSA portal?

Effective September 15, 2025, you will no longer be able to initiate reimbursement or contribution requests through the Elements HSA Portal. Beginning October 1, 2025, you may initiate requests through the HSA Bank portal.

What are the key dates I need to know?

Timing	Handled By	Action
8/15/2025	Elements Financial	<p>A letter will be sent by USPS mail to inform participants about the assignment of the accounts to HSA Bank.</p> <p>As of this date, any accounts that have a \$0 balance with no contribution activity for 2025, will be closed and will not be transferred to HSA Bank.</p>

8/30/2025	Elements HSA Holder	You should ensure your contact information is updated for your HSA account, including mailing address, phone number and email address. This will help ensure debit cards and other communications regarding your new HSA Bank account are received. You can update your information in Elements online banking or call 800-621-2105.
9/9/2025	HSA Bank	HSA Bank will send additional details by USPS mail regarding the account transition, including actions needed for existing HSA investment accounts.
9/15/2025	Elements HSA Holder	The last business day to request a reimbursement for out-of-pocket expenses either in the portal or via form request. This will ensure all transactions process prior to the account transition. Once your new HSA Bank account is established and has been funded, you can request reimbursements as needed from your new HSA Bank account.
9/15/2025	HSA Bank	HSA debit cards and welcome kits will be mailed via USPS to you directly. HSA debit cards will arrive in a plain white business envelope. Authorized HSA debit card users and elected beneficiaries will not transfer. Account owners will be able to electronically add HSA debit card users and/or beneficiaries in the new HSA Bank portal after 10/1/2025.
9/23/2025	Elements HSA Holder	Elements HSA debit card will remain active through 9/22/2025. To prepare for the transition of the account, no account activity is permitted after 9/23/2025. Once the transition is complete, you can access funds in your HSA Bank account, either by using your new debit card or by submitting a reimbursement request for out-of-pocket expenses. Please plan to update your providers who receive any recurring debit card transactions with your new HSA Bank debit card number upon receipt.
Multiple Dates	Elements HSA Holder	New investment enrollments will not be permitted as of 9/1/2025. Those who use the Investment options in the HSA portal will no longer be able to buy investments after 9/14/2025. Automated investing will be suspended as of 9/14/2025. Investment account holders will be required to liquidate your invested funds by 9/15/2025. Any funds not liquidated will be force liquidated on 9/18/2025 in order for the funds to be included in the transfer of the account to HSA Bank. You will be able to enroll in HSA Bank's available investment programs once your new account has been established. Details about this program will be provided. The transition to HSA Bank will terminate the investment advisory relationship with ABG Consultants, LLC., and such termination will be effective as of the transition date.
10/1/2025	Elements HSA Holder	On the transition date, funds will be deposited to your new account at HSA Bank and be available for use via the new debit card or reimbursement requests. You will have access to your HSA account online and via the HSA Bank mobile app.
5/31/2026	HSA Bank	After the account transition to HSA Bank, you will retain your Elements member savings account. Access to your previous 14 months of HSA statements will be available in Elements online banking.