

August 15, 2025,

## IMPORTANT: YOUR HSA PROVIDER IS CHANGING

An important change is coming to your Health Savings Account (HSA) offered by Elements Financial Federal Credit Union (Elements Financial). The Elements Financial HSA program will be transferred to HSA Bank, a division of Webster Bank, N.A. (HSA Bank). Together, Elements Financial and HSA Bank are committed to making this transition as seamless as possible.

Effective October 1, 2025, HSA Bank will be the new custodian and will assume all servicing and support of your HSA under a new custodial agreement. This transfer does not apply to any other accounts you may have with Elements Financial. Your Elements membership account (member savings) will remain open.

Your HSA will automatically transfer to HSA Bank if you maintain a balance greater than zero. If your balance is less than \$0.01, your HSA will not be transferred to HSA Bank and will be closed. 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. **Your Elements HSA debit card will remain active until September 22, 2025.** If you have questions related to pending transactions, please contact HSA Support at 855-440-4472.

## INFORMATION FOR ACCOUNTHOLDERS WITH INVESTMENTS

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.

## ALTERNATIVE OPTIONS

If you do not want your HSA to transfer to HSA Bank, then on or before September 8, 2025, you must:

- **Transfer your HSA to another custodian.** Obtain the custodial transfer form from your new provider and send the completed form to Elements Financial by email at [HSA@Elements.org](mailto:HSA@Elements.org) or US mail to Elements HSA 225 S. East St, Suite 300 Indianapolis, IN 46202. If you have investments, all funds will need to be liquidated before your account is transferred. **Please start this process as soon as possible to allow time to complete the transfer.**
- **Close your HSA. Please contact your tax advisor to discuss tax implications prior to closing your account.** Log in to online banking at [elements.org](https://elements.org) or via your Elements mobile banking app; click the tile for your HSA; then, visit “Resources” to access the HSA Withdrawal Form. Send the completed form to Elements Financial, per the instructions on the form.

If you do not complete one of the above actions on or before September 8, 2025, Elements Financial will be authorized to transfer your HSA to HSA Bank, and, if applicable, instruct ABG Consultants to liquidate your investments on your behalf.

## ACCESS TO YOUR CURRENT HSA

- You will maintain access to your current HSA and its funds through September 22, 2025. Between September 23, 2025, and September 30, 2025, your HSA funds will not be available for reimbursements, distributions, or investments as funds transfer to HSA Bank.
- A final HSA statement from Elements Financial will be sent to you via your current statement method.
- Recurring contributions and debit card bill payments should be canceled on or about September 15, 2025, and need to be set-up once your HSA transfers to HSA Bank.
- You will have read-only access to your Elements Financial HSA through the Bend portal, including expense history, until May 31, 2026. This allows you to view and save transaction history. Our recommendation is to save all expense and investment documents for your records, if applicable. You will be provided with access instructions in a communication from HSA Bank.
- Your Elements HSA statement will be available in Elements online banking under Statements and Notices for 14 months.

You will soon receive additional detailed communication from HSA Bank outlining what you can expect moving forward. **If you have questions, please call HSA Support at 855-440-4472, email us at [hsa@elements.org](mailto:hsa@elements.org), or visit [elements.org/HSA](https://elements.org/HSA).**

Thank you for your business with Elements Financial.

Sincerely,

**Rebecca Littell, SVP Operations**  
**Elements Financial**

*Federally Insured by NCUA*