



ThrivePass Platform Enhancements

Dear Valued Partner,

We are committed to providing innovative solutions that deliver the best value to our clients and are excited to announce that over the next few months, ThrivePass will be enhancing its technology platform for the FSA, HRA, HSA, Commuter, and Premium Reimbursement products. This will simplify your employees' management of their accounts while providing tools to help them better manage their long-term pre-tax financial planning.

Coming in December, you and your employees will be able to take advantage of new account features and advanced capabilities!

- Updated online portals that provide a fresh new look and simplified experience for both you and your employees
- Brand new mobile app that provides increased security and functionality
- Re-branded debit card that will be good for five years and issued separately to participants, spouses and adult dependents (e.g. college-age children)
- Automated Open Enrollment communications that can be customized and targeted for particular groups of participants
- Updated and expanded educational resources, empowering participants to use self-service decision support tools and helping to drive increased utilization and better outcomes
- One consolidated log-in, which will allow clients to add other products and services, while providing employees with a streamlined login experience.
- Expanded HSA functionality, including new investment options with higher returns on investment and a lower threshold for opening an investment account.

To prepare for the transition, we are developing participant communications to answer the most commonly asked questions related to the new account features and capabilities, as well as client communications that are specific to administrative items such as banking and eligibility maintenance.

Look for additional updates in the coming weeks.

- Banking communication for Finance / Treasury
- Updated employer and member online experience, including the new mobile app
- Eligibility maintenance options
- New HSA custodian and account transfer information, plus new investment options and capabilities
- Participant-facing communications that you can use to communicate the change, including information about the new login experience

Thank you for your partnership! Please feel free to contact us if you have any questions.