



ThrivePass Banking Options and Pre-Note Process

Dear Valued Partner,

We recently told you that we are implementing enhancements to our pre-tax claim processing platform. As a follow up, we are pleased to announce some changes to the available banking options with the transition to the enhanced platform. Please share this announcement with the appropriate person or team from your Finance / Treasury department to ensure that they are aware of the new options.

Clients who currently have a separate debit card collateral account through Bancorp Bank will no longer be required to prefund a bank account held by Bancorp; instead, we are providing options that let you hold your own plan funds. (Note that any balance held by Bancorp for the current plan year will be returned within 120 days after your plan year ends.

Banking Options for Debit Card Transactions - There are two options from which to choose:

Option 1 – Daily Funding: Client-owned bank account will fund card transaction activity daily. NO PREFUND is required, and an ACH will pull from the account daily for the amount of the previous day's card transactions.

Option 2 – Weekly Funding: Clients must create a separate account (at a bank of their choosing) and pre-fund it with a minimum of 10% of the total annual election. An ACH will still occur daily to cover card transaction activity, but replenishment of the prefund account will only occur weekly (or at some other agreed-upon cadence).

If you have questions about either of the new banking options, please contact your ThrivePass Relationship Manager to discuss.

Banking for Manual Claims

Checks for reimbursement of manual claims will be cut from a ThrivePass bank account where we maintain visibility into the account and can reconcile it monthly. If you use a different process today for manual claims, please call and discuss with your ThrivePass Relationship Manager.

- Manual claims will be reviewed daily but check reimbursement and direct deposit reimbursement will be processed weekly on Fridays.
- Funding notifications will be generated for each Friday's claims processing.
- We will send one report with total activity of what will be pulled from your bank account.
- ThrivePass will initiate an ACH to pull the applicable funds from your account, and we will the ACH transfers to employees who have signed up for Direct Deposit.



HSA Funding Options

The same client-owned bank account that is used to fund debit card transactions and manual claims can also be used to fund HSA Contributions or you can choose a separate account just for the HSA's. If you do choose two separate accounts, please complete and return an ACH form so we can set up that account in our system. Note that:

- HSA contributions should still be entered/uploaded two days prior to the payroll date to ensure the funds are in the members account on the payroll date.
- Funding notifications will be sent the morning after the contributions are entered/loaded.
- ThrivePass will initiate an ACH the morning after the Funding Notification is sent to transfer funds.

Pre-Note to Employer Bank Accounts

When your bank account information is added to the upgraded system, it is necessary to ensure that your account information is valid and that funds can be successfully pulled. The pre-note will be for \$1.00 and is non-refundable, although you will receive a credit on your future invoice. This pre-note process will occur on or around the October 1st. If you are using multiple bank accounts for debit card settlement, manual claims, and/or HSA funding, keep in mind that each bank account will be prenoted separately.

ACTION REQUIRED: In preparation for the prenote, we ask that you add the following filters to your account to ensure the pre-note is successful.

- Debit Card Settlement - Filter ID -**1383261866**
- Manual Claims - Filter ID -**1472065790**
- HSA Funding - Filter ID - **A900808825**

It is imperative that a signer on the bank account add these filters prior to October 1st. If the pre-note process is unsuccessful prior to your go-live date of 12-15, all of your accounts will be temporarily put on hold. **Once the bank filters have been added please communicate back to your ThrivePass Relationship Manager to let them know this process is complete. We will continue to send Pre-Note reminder communications until the filters have been confirmed.**