

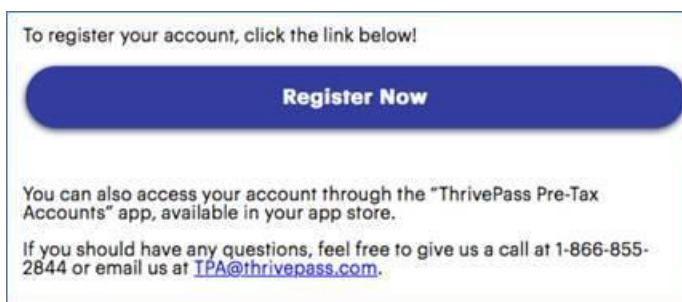
# ThrivePass

Since the GO-LIVE of our platform enhancements on December 15th, we have received a number of questions. Please see below for a listing of common question and answers. We know that once you get yourself established on the new portal, you'll LOVE it!

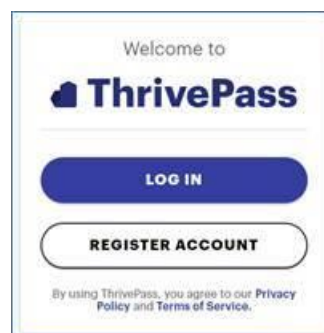
Please do not hesitate to contact us by emailing [tpa@thrivepass.com](mailto:tpa@thrivepass.com) or calling 866-855-2844 should you have any questions – be it logging into the portal, activating your card or ordering spouse / dependent cards, etc...

## How do I access the new portal?

- If you had a valid e-mail address on file in the old portal, you should have received an email that contained a direct link to the registration page. All you need to do is click the “Register Now” button and following the instructions.



- If you did not have an email address on file, we mailed you a letter that contained a registration code. If that is the case, once you log into [app.thrivepass.com](http://app.thrivepass.com), you click on “Register Account” and enter your code. Again, you'll be taken to the registration screen – following the instructions and log in.



- If you did not receive an email or a code in the mail, don't hesitate to contact us and we can re-issue you a temporary password and help you get set up. Email [tpa@thrivepass.com](mailto:tpa@thrivepass.com) or call 866-855-2844.

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## Do I have to activate my ThrivePass Benefits Card?

Yes, you need to call the number on the card mailer to activate your card. If you have problems for any reason, reach out to ThrivePass and we will assist you. Email [tpa@thrivepass.com](mailto:tpa@thrivepass.com) or call 866-855-2844.

## How do I order additional cards for my spouse or other dependents?

Log onto your personal portal at [app.thrivepass.com](http://app.thrivepass.com), or contact us and we can order them for you. Email [tpa@thrivepass.com](mailto:tpa@thrivepass.com) or call 866-855-2844.

## When will I see my HSA balance?

The balance transfer processed successfully and we can verify that balances are posting to participant accounts. If your balance isn't already there, you should be able to see it by end of day today. We do know that some participant balances are pending an identity verification process, just like the one you went through a couple of years ago with the initial ThrivePass HSA, that is required for all HSA's. If your account is pending, you should see a message on your personal portal. Contact us if you have any questions. Email [tpa@thrivepass.com](mailto:tpa@thrivepass.com) or call 866-855-2844.

## I received an e-mail regarding deposits to my account and/or reminding me of an FSA balance? Are those legit?

Yes, we are aware that some of our standard email notifications were triggered

- You may have received a notice of an odd "deposit" into your account – this was due to a reconciliation of the old portal and the new portal. We apologize if this caused any concern. The deposit was simply to bring the two portals in line and correctly reflect your available balance.
- You may have received a "Reminder" notice that you have a balance in one of your FSA's. This is a standard notice, but we intended it to go out AFTER the GO-LIVE once folks had settled into the new portal. Again, we apologize for any concern this may have raised. This is from the new portal, and there is no need to return to the old portal to check balances – all has been transferred to the new portal.

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On behalf of all of us at ThrivePass, THANK YOU!

Feel free to contact us at [tpa@thrivepass.com](mailto:tpa@thrivepass.com) or 866-855-2844.

We are here to assist you!