



## Corporate Health Savings Account FAQs

### 1. How does a new employee open a Health Savings Account (HSA)?

- A Health Savings Account Application can be completed online at [www.jcbank.com/applyjcbhsa](http://www.jcbank.com/applyjcbhsa)
  - **Please Note:** Once the application is started, the employee must complete all required information, or select Finish Later.
  - If the employee closed the application without selecting Finish Later, please email [IRA-HSA@jcbank.com](mailto:IRA-HSA@jcbank.com) to have the HSA application resent to the employee.
- The HSA account will be opened using the information provided on the application. Account agreements will be mailed to the employee for the required signatures. These documents should be returned within 60 days for the account to remain open.

### 2. What happens if an employee overdraws their HSA?

- Overdrafts are prohibited transactions. Any items presented with insufficient funds will be returned and may result in the debit card being restricted and/or account closure. Employees can refer to the JCB Health Savings Account FAQ received at account opening or *IRS section 4975* for further information regarding overdrafts.

### 3. What do we do if an employee updates or changes their information?

- **Plan changes from Individual to Family or vice versa**
  - Email the Employee's name, last 4 digits of the account number, and the needed changes to [IRA-HSA@jcbank.com](mailto:IRA-HSA@jcbank.com).
- **Address or name change**
  - Email the Employee's name, last 4 digits of the account number, and the needed changes to [IRA-HSA@jcbank.com](mailto:IRA-HSA@jcbank.com). JCB will contact the Employee to obtain the needed information or documentation to make the change.
  - The Employee can visit any JCB Banking Center location for assistance in making these changes. We're happy to help by email, phone or in person!

### 4. What do we do once an employee is no longer eligible (leaving employment, changing insurance coverage, etc.)?

- Email the Employee's name, last 4 digits of the account number, and the date of ineligibility to [IRA-HSA@jcbank.com](mailto:IRA-HSA@jcbank.com).

### 5. Where can our employees go if they have questions regarding their HSA?

- **Questions regarding their HSA at JCB**
  - Contact a JCB customer service representative by calling 800-204-6477 or by visiting any JCB banking center location.
- **Questions regarding a transaction completed on the HSA in error (wrong account used, excessive contribution, etc.)**
  - Email [IRA-HSA@jcbank.com](mailto:IRA-HSA@jcbank.com) to correct the transaction.
- **Questions regarding qualified medical expenses**
  - Visit [IRS.gov](http://IRS.gov) under *Publication 502*.
- **Questions regarding tax implications of HSA**
  - Visit [IRS.gov](http://IRS.gov) under *Publication 969* or speak with a tax advisor.