

State Street 2017 US Health and Insurance Benefits

ConnectYourCare Questions and Answers

State Street's 2017 Health Savings Account (HSA) and Limited Purpose Flexible Spending Account (FSA) administrator will be ConnectYourCare. Through ConnectYourCare, State Street will provide a cutting-edge HSA that includes an HSA On Demand® feature where you can access your personal HSA contribution before it's deposited in your account (up to certain limits).

This document provides questions and answers about the transition the ConnectYourCare, the HSA and the Limited Purpose FSA.

General

Q1. What accounts are ConnectYourCare now handling?

A. The Health Savings Account and Limited Purpose Flexible Spending Account.

Q2. How many payment cards will come in my welcome packet?

A. One payment card will come in the welcome packets but additional payment cards can be ordered at no additional fee.

Q3. What are the hours of the call center and when can we start calling ConnectYourCare?

A. ConnectYourCare's call center is available 24 hours a day, 7 days per week (365 days per year) and will open on January 1st, 2017. Prior to January 1st, 2017, please call 1-855-447-7007, Option 1 if you have any questions.

Q4. When can I start using my ConnectYourCare Payment Card?

A. You can begin to use your ConnectYourCare card on or after January 1st 2017 for eligible medical expenses that occur on or after January 1st 2017.

Q5. How much is State Street contributing to my HSA?

A. State Street contributes \$500 for Individual only coverage or \$1,000 for all other coverage levels (Individual + Child(ren), Individual + Spouse, or Family coverage) annually to your HSA. The State Street contribution is available for all members who are eligible and enroll in the HSA, regardless of whether or not they elect to make personal contributions. Contributions are prorated if you enroll in a medical plan with HSA after the first quarter of the year.

Transitioning Your Current HSA to ConnectYourCare

Q6. Can I roll my funds from my current HSA over to ConnectYourCare?

A. Yes, visit ConnectYourCare's microsite at www.connectyourcare.com/statestreet and go to *2017 Account Transition Information* with instructions (direct link to <http://www.connectyourcare.com/m/statestreet/ss-account-transition/>) for rolling over your account. More details are also provided in the following questions.

Q7. I am currently enrolled in the Cigna 1500 HDHP and have an existing HSA with HSA Bank. How do I transfer my account to ConnectYourCare?

If you have a State Street-sponsored HSA with HSA Bank (if you are currently enrolled in Cigna 1500 HDHP) and you elect to enroll in an HDHP medical plan for 2017 during Annual Enrollment, you will have a new ConnectYourCare HSA account beginning January 1, 2017. You don't need to take any action unless you have invested your current HSA Bank funds.

If you have invested your current HSA bank funds, you need to liquidate your investments by December 15, 2016 (if applicable). You can initiate this process on <http://www.mycigna.com>. When you complete this action, your existing HSA Bank funds will automatically be transferred to your ConnectYourCare HSA in early 2017 – making it easy to manage all your funds in one combined account.

Q8. I am currently enrolled in the BCBS 2500 HDHP and have an HSA with HealthEquity. How do I transfer my account to ConnectYourCare?

If you have a State Street-sponsored HSA with HealthEquity (if you are currently enrolled in BCBS 2500 HDHP), and you elect to enroll in an HDHP medical plan for 2017 during Annual Enrollment, you will have a new ConnectYourCare HSA beginning January 1, 2017.

To automatically transfer HealthEquity HSA funds into your new ConnectYourCare account, you must complete the HealthEquity Transfer of Funds Agreement by December 15, 2016. You can complete the process at <https://secure.connectyourcare.com/portal/external/TransferOfAssets>.

Additionally, if you have invested your current HSA funds with HealthEquity, you must liquidate your investments by December 15, 2016, so that your HealthEquity HSA funds will be automatically transferred to your new ConnectYourCare HSA in early 2017. You can initiate this process on <https://my.healthequity.com/HE.aspx>.

Q9. What will happen if I don't transfer my current HSA to ConnectYourCare?

A. If you do not transfer your current HSA account to ConnectYourCare, you will now be responsible for the monthly account maintenance fees (\$3.00 for HSA Bank; \$3.95 for HealthEquity).

In addition, if you do not transfer your current HSA account to ConnectYourCare, account closure fees will apply if you currently have an account with HealthEquity. **Please note, account closure fees for HealthEquity will be paid by State Street provided you liquidate all your investments and sign the e-Consent form by December 15, 2016.** Anyone who fails to complete these steps, in a timely manner, will be responsible for paying their own account closure fee of \$25 to HealthEquity in addition to the monthly maintenance fees.

Q10. Do I need to liquidate my investments before I elect the transfer of assets, and if so how?

A. Yes, if you currently have an existing HSA with HealthEquity, you need to liquidate your investments prior to electing the transfer of assets. You can initiate this process on <https://my.healthequity.com/HE.aspx>. Both steps need to be completed by December 15, 2016.

If you currently have an existing HSA with HSA Bank and you have investments, you also need to liquidate your investments by December 15, 2016, but you do not need to complete the transfer of assets step. You can initiate the investment liquidation process on <http://www.mycigna.com>.

Q11. Are there any dates when my account balance will be unavailable due to the account transfer?

A. Yes. There is a period during which your old card is deactivated and your funds are transferred – this is referred to as the **blackout period**:

- **The blackout period for employees with a current HSA through HSA Bank is January 5 – January 14, 2017.** In general you will have access to your old funds through January 4. Your account will be frozen and your card deactivated on January 5, 2017. You will have access to your new HSA through ConnectYourCare on January 14.
- **The blackout period for employees with a current HSA through HealthEquity is January 9 – January 18, 2017.** In general you will have access to your old funds through January 8. Your account will be frozen and your card deactivated on January 9, 2017. You will have access to your new HSA through ConnectYourCare on January 18.

Remember, to ensure your account is transferred, you must have liquidated your existing HSA investments as of December 15, 2016 (if applicable), AND you must have signed the e-Consent

form (HealthEquity only). Once the reconciliation of your accounts is complete and the blackout period ends, you will have access to all your transferred funds in your ConnectYourCare HSA.

About HSA On Demand

Q12. What is HSA On Demand?

A. With most HSAs, you can only use funds AFTER they have actually been deposited into your HSA. So, in the beginning of your plan year, your HSA balance could be too low to cover your eligible medical expenses. With HSA On Demand, you will have access to future employee contributions (up to certain limits) before they are deposited into your account, in order to help cover your out-of-pocket eligible medical expenses.

Q13. What do I have to do to be eligible for HSA On Demand?

A. In order to access On Demand funds, you must (1) be an active State Street employee, (2) be eligible for a Health Savings Account, (3) have a bank title of Vice President or below and (4) elect to make a personal contribution to your HSA for 2017.

Q14. I am electing individual only coverage, how much in “On Demand” funds will be available to me?

A. If you enroll in individual only coverage, you can receive an acceleration of your personal HSA contribution election up to \$1,000. For example, if you elect personal HSA contributions of \$750, all \$750 can be accelerated through the On Demand feature at the start of the plan year. However, if you elect personal HSA contributions of \$1500, ONLY \$1,000 of that can be accelerated through On Demand at the start of the plan year as the On Demand funds will be the lesser of your personal contribution election or \$1,000. **Available On Demand funds are reduced each payroll as your actual contributions are made into your account, so On Demand works as an advance of your employee contributions to help you if you do not have sufficient cash in your account.** You must have a job title of Vice President or below and be contributing to your HSA to take advantage of this feature.

Q15. I am electing any tier/option greater than single coverage how much in On Demand funds will be available to me?

A. If you enroll in any tier/option greater than individual coverage, you can receive an acceleration of your personal HSA contribution election up to \$2,000. For example, if you elect personal HSA contributions of \$1,500, all \$1,500 can be accelerated through the On Demand feature. However, if you elect personal HSA contributions of \$2,500 for the HSA, ONLY \$2,000 of that can be accelerated through On Demand as the On Demand funds will be the lesser of your personal contribution election or \$2,000. **Available On Demand funds are reduced each payroll as your actual contributions are made into your account, so On Demand works as an advance of your contributions to help you if you do not have sufficient cash in your**

account. You must have a job title of Vice President or below and be contributing to your HSA to take advantage of this feature.

Q16. I am an inactive employee (for example a retiree or former employee with severance). How much in On Demand funds will be available to me?

A. HSA On Demand is NOT available to anyone who is not on active status.

Q17. Can I shut off the On Demand feature?

A. No there is any way to turn off the On Demand feature. However, if you have a cash balance (employee contributed funds only), or money in investments, On Demand will not work until those funds have been exhausted.

Q18. Does my cash balance have to be used before I can use my On Demand funds?

A. Yes, cash balances in the account will need to be used first.

Q19. Do I need to take any action to access my On Demand funds?

A. No, if you are eligible for HSA On Demand, it will work automatically when you need funds to cover an eligible expense, provided you have elected to make personal contributions to your HSA. If you are paying for an eligible expense with your HSA payment card and you do not have enough funds in your HSA to cover your expense, HSA On Demand will automatically cover the amount you need, up to your available limit.

Q20. Can I access my On Demand funds if I'm not using my HSA payment card?

A. Yes. If you choose to pay for an eligible expense with personal funds and request reimbursement from your HSA, On Demand funds will automatically be applied if needed.

Q21. Will I have access to On Demand if I have mutual funds and other investments?

A. HSA On Demand funds are available only after all HSA holdings have been depleted, including mutual funds and other investments. You will be required to liquidate any investment holdings into the liquid, cash account portion of your HSA before you can use HSA On Demand funds. Therefore, when you have funds invested, your HSA On Demand feature will be frozen.

Q22. Can I invest my funds once I've setup a ConnectYourCare account?

A. Yes. You must maintain a balance of at least \$1,000 cash in your account before you can invest anything additional. For example, if you have \$1,500, you can invest up to \$500. Please remember that **when you have investments, you cannot utilize the HSA On Demand feature.** To utilize HSA On Demand, you must liquidate all investments and also have a cash

balance of \$0 prior to being able to access the advanced contributions through HSA On Demand.

Q23. When are HSA On Demand funds available?

A. HSA On Demand funds are generally available at the beginning of your plan year. However, you may only access those funds to pay for an eligible expense. You may not access additional funds if there is no claim to pay. It is important to keep in mind that every time you contribute to your HSA by payroll deduction, your On Demand amount is reduced by the amount of your contribution.

Q24. How do I pay back HSA On Demand funds I use?

A. Any used HSA On Demand funds are paid back through your regular payroll deductions. There is no paperwork, interest or penalty for HSA On Demand funds, and you do not have to take any extra steps in order to pay back the funds. Future contributions into your HSA are simply reduced by the amount you used until it is all paid back. In other words, your HSA balance (employee contribution) will not increase until your scheduled HSA payroll contributions pay off the amount you used.

Q25. Can I pay back my HSA On Demand funds owed outside of my payroll contributions?

A. No. Your HSA On Demand funds are set up to be paid back only through payroll contributions or with a cash payment upon termination.

Q26. What if I leave my job before the end of the year and haven't paid back the funds I have used through the HSA On Demand feature?

A. If you have used any HSA On Demand funds that haven't been paid back through payroll contributions, you will be required to return the outstanding amount. State Street will withhold HSA On Demand funds owed from your final paycheck where allowed by law (some states do not allow withholding from your final paycheck). If your amount owed exceeds your final paycheck amount, a repayment process will be communicated to you directly.

Using Your ConnectYourCare HSA

Q27. How can I find out my account balance and review transactions?

A. Account Balance and Claims Status information is available 24 hours a day, seven days a week:

- Visit www.connectyourcare.com/statestreet and click "Login" to log into your online account. If it is your first time visiting the site, click on "New User Registration." Please

enter the requested information, including your six digit State Street issued employee ID without the letter E, your birthdate and your 16 digit payment card number.

- Call the number on the back of your payment card for balance information.

Q28. How will I be able to access my funds?

A. You will receive a payment card to access your HSA funds. This card will also be used to access your Limited Purpose FSA funds, if applicable. When you use your payment card, your card knows which funds – Limited Purpose FSA or HSA – to use based on the type of expense. You can also pay for eligible expenses with any other form of payment and request a reimbursement from your account.

Q29. How will I receive my requested reimbursements (i.e., reimbursements not made on the HSA payment card)?

A. You are eligible to receive funds by check or direct deposit. For quicker reimbursements, sign up for direct deposit in your online account at ConnectYourCare's website.

Q30. How do I set up direct deposit for reimbursement of payments I make with personal funds rather than with the HSA payment card?

A. Log into your online account and select "Direct Deposit" under My Profile.

- Complete the short, secure form. Be sure to have your bank account and routing numbers on hand.
- Choose Direct Deposit as your preferred method of Claim Reimbursement and click the Confirm button.

Q31. Can I order a replacement or additional card for my spouse or dependent?

A. Yes. Simply log on to your online account or contact Customer Service at 1-844-330-8210 to request an additional card.

Q32. How does the payment card work?

A. Your card will be loaded with your existing funds (including State Street's contribution of \$500 for individual coverage and \$1,000 for all other coverage levels). You could also have On Demand funds available to you as well (up to \$1,000 for individual coverage and up to \$2,000 for all other coverage levels, depending on your personal contribution election). Your other funds will be loaded throughout the year as each of your payroll contributions are funded to your account.

Q33. Where can I use my HSA payment card?

A. Your payment card can be used nationwide at qualified merchants. Examples of qualified merchants may include pharmacies, doctors' offices, vision centers, and hospitals. Visit www.connectyourcare.com/stores for a list of approved merchants. Your card should only be used to pay for medical expenses eligible under your plan, and you should always save your receipts.

Q34. Can I elect electronic statements for my HSA?

A. Yes, when you visit www.connectyourcare.com/statestreet to log into your online account, you will have the option to turn off paper statements and elect eStatements. If you choose not to elect eStatements, then you will be required to pay \$0.75 per statement, per HSA Bank's requirements. This fee is only waived if you opt in to the eStatements.

Limited Purpose FSA

Q35. What is a Limited Purpose FSA?

A. If you enroll in either State Street HDHP medical plan option, you can have a Limited Purpose FSA through ConnectYourCare to help pay for qualified vision, dental and certain other healthcare expenses not covered by the plan or for plan expenses once you satisfy the plan's deductible. By using your LPFSA funds for certain expenses, you can save your HSA funds for the future.

You are not eligible to enroll in a Healthcare FSA if you are enrolled in an HDHP and/or HSA.

Q36. How much can I contribute to my accounts?

A. You can contribute up to \$2,550 in 2017 to your Limited Purpose FSA, but you must plan carefully because the Limited Purpose FSA is a "use it or lose it" account. Any funds not used are forfeited and the Limited Purpose FSA cannot be used to pay for expenses covered through your medical plan prior to reaching your full deductible.

Q37. How can I find out my account balance and review transactions?

A. Account Balance and Claims Status information is available 24 hours a day, seven days a week:

- Visit www.connectyourcare.com/statestreet and click "Login" to log into your online account. If it is your first time visiting the site, click on "New User Registration." Please enter the requested information, including your six digit State Street-issued employee ID number without the letter E, your birthdate and your 16-digit payment card number.

- Call the number on the back of your payment card for balance information.

Q38. How will I be able to access my funds?

A. You will use your HSA payment card to access your Limited Purpose FSA funds. You can also pay for eligible expenses with any other form of payment and request a reimbursement from your Limited Purpose FSA.

Q39. Is the Limited Purpose FSA payment card a debit card?

A. Yes. Your Limited Purpose FSA payment card is the same as your HSA payment card. When you use your payment card, your card knows which funds – Limited Purpose FSA or HSA – to use based on the type of expense.

Q40. When can I request reimbursement from my Limited Purpose FSA?

A. You will have access to the funds in your account on the first day of your plan effective date.

Q41. How will I receive my reimbursements?

A. You are eligible to receive funds by check or direct deposit. For quicker reimbursements, sign up for direct deposit in your online account.

Q42. How do I set up direct deposit for reimbursement of payments I make with personal funds rather than with the Limited Purpose FSA payment card?

A. Log into your online account and select “Direct Deposit” under My Profile.

- Complete the short, secure form. Be sure to have your bank account and routing numbers on hand.
- Choose Direct Deposit as your preferred method of Claim Reimbursement and click the Confirm button.

Q43. Can I order a replacement or additional card for my spouse or dependent?

A. Yes. Simply log on to your online account or contact Customer Service at 1-844-330-8210 to request an additional card.

Q44. What happens if I use my account for a non-eligible expense?

A. If you file a manual request for reimbursement, the request will be denied. If you used your payment card and the expense is deemed ineligible, you will be required to reimburse your account for that transaction.

Q45. How will I know if I need to submit a receipt?

A. You can review if your claim requires receipts online by logging into your account. You need to submit receipts if you see a notice. If a receipt is needed, you will also be notified by email or letter. You should always save your receipts even if you have not received such a notice.

Q46. What if I don't submit my receipts?

A. You must provide the receipts when requested, or the transaction will be deemed ineligible, and you will be required to refund the amount of the transaction. If you fail to submit required receipts in a timely manner, your payment card may be deactivated, and the amount of the ineligible expenses may be added to your W-2 or withheld from your pay.

Q47. Where can I use my Limited Purpose FSA payment card?

A. Your Limited Purpose FSA payment card can be used nationwide at qualified merchants. Examples of qualified merchants may include pharmacies, doctors' offices, vision centers, and hospitals. Visit www.connectyourcare.com/stores for a list of approved merchants. Your card should only be used to pay for medical expenses eligible under your plan, and you should always save your receipts.

Q48. Do I need to keep my receipts when I use my Limited Purpose FSA payment card?

A. Yes. Per IRS rules, we may need to request documentation any time you use your payment card. Therefore, always hold on to your receipts in case further documentation is requested. Receipts must contain the date of service, name and address of service provider/merchant, description of the service or expense provided, amount charged, and name of person receiving care or service.