

Where can my HealthEquity Rewards Prepaid Visa® Card* be used?

Use your rewards on health related expenses, such as medical, dental, and vision providers, local gyms and health food stores. To view a full list of where you can use your card, log into your Member Portal at www.myhealthequity.com and go to the Reward Cash Card Page.

Why does my card not work at gas stations and restaurants?

The card can only be used on health and wellness purchases, therefore it will not work at gas stations, restaurants or other establishments that are not health-related.

Does the money on the card expire?

The money expires only if the card does not have any activity (deposits or withdrawals) for 2 consecutive years. If this happens, the money is returned to your health plan.

What is the inactivity fee?

If the card does not have any activity (deposits or withdrawals) for 1 year, an inactivity fee is charged each month. The fee is disclosed in the cardholder agreement and on the back of the card. To avoid the fee, you simply need to use the card or earn additional rewards.

Can I receive cash back or use the card at an ATM?

No, the card does not allow cash back or ATM access.

How can I earn additional rewards?

Requirements for earning rewards can vary. To learn more about how to earn additional rewards, please contact your health plan.

How will I know when additional rewards are deposited?

You will be notified by email when the reward dollars are deposited. Deposits can be viewed by logging into your Member Portal at www.myhealthequity.com under Transaction Details on the Reward Cash Card page. To ensure timely notifications, please verify your current email address with HealthEquity.

What if my card is lost or stolen?

Contact HealthEquity Member Services to report your card as lost or stolen. An additional fee may apply.

Should I destroy my card once it has a \$0 balance?

No, the rewards card is reloadable. Any future rewards will be loaded to the same card and you will be notified by email when new reward dollars are available. To ensure timely notifications, please verify your current email address with HealthEquity.

Why are my rewards in a pending status?

Reward dollars are usually sent to HealthEquity once per week and can take up to 10 days to become available. You will be notified by email when the reward dollars are available on your card. To ensure timely notifications, please verify your current email address with HealthEquity.

Can I order a card for a dependent?

No, you cannot order a rewards card for a dependent.

Will I receive a 1099 tax form?

No, the reward dollars are below the IRS threshold that requires a 1099. For additional information on taxability of rewards, please consult your tax professional.

I have not received my card, how long does it take for it to arrive?

Cards are sent first-class through the US Postal Service and will arrive within 7-10 business days after your first reward has been posted to your account. If you have not received your card after 30 days, contact HealthEquity's Member Services to order a new card.

*This card is issued by The Bancorp Bank, pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC.

memberservices@healthequity.com