

## The ACS|BNY Mellon HSA Solution announces the rollout of “Direct Pay HSA” on May 1 — an online bill pay service!

On May 1, 2011, The ACS|BNY Mellon HSA Solution “The HSA Solution” will offer a way for account holders to create and send one-time or recurring payments from their HSA — on demand — in five easy steps.

Below we have put together a few of the Frequently Asked Questions (FAQs) regarding our Direct Pay HSA service:

### **How will account holders access the new Direct Pay HSA functionality?**

Account holders will be able to click on a “Direct Pay HSA” tab along the top navigation bar from their ACS|BNY Mellon HSA Solution Account Summary page; then click on “[Access Direct Pay HSA](#)”.

### **What are the necessary steps to create a payment request?**

There are five basic steps to creating a payment online using Direct Pay HSA:

- Step #1: Click on the “Direct Pay HSA” tab from the Account Summary page
- Step #2: Click on “[Access Direct Pay HSA](#)”
- Step #3: Select “New Transaction” on the Direct Pay HSA home page
- Step #4: Click on “Send a Payment” and complete the payment information
- Step #5: Review and “Submit” the payment request for processing

### **What information will account holders need to know in order to create a payment using Direct Pay HSA?**

- Payment amount
- Issue date
- Payee’s name
- Payee’s address including street address, city, state and ZIP code

### **Is there a charge to the account holder for creating a payment online using Direct Pay HSA?**

Account holders do not incur transaction or postage fees with any payments they create using Direct Pay HSA.

### **What if I have additional questions?**

The following training materials will be located on the “Direct Pay HSA” tab:

- Direct Pay HSA Frequently Asked Questions (FAQs)
- Direct Pay HSA flyer
- Direct Pay HSA online educational video

We thank you for your business and the opportunity to serve you!

The ACS|BNY Mellon HSA Solution