

Group ACH Email Notification Changes Further by HealthEquity Group email

Subject line: Group ACH Email Notification Changes

Hello <Group Contact Name>,

Effective June 20, 2022, you will see the following changes when receiving Automated Clearing House (ACH) notification emails:

- Groups with multiple products will now receive multiple ACH pulls - one per product instead of one combined ACH pull for all products.
- Group ACH emails will now state “The funds will be automatically withdrawn from your bank account.” Instead of stating the electronic funds transfer will occur in two business days.
- There will not be changes to the timing of when the ACH email is sent and when the ACH pull is initiated.
- Groups will notice a change to the number of emails they receive. Groups with multiple products will receive one ACH email per product.
- Groups who will receive multiple Claim Reimbursement ACH emails may want to see the product name on their emails. There is an option to change your Email Option to “Product Breakdown” or “Location & Product Breakdown”. Groups should contact the Group Leader line to initiate this change.
- Groups who will receive multiple Administrative Fee ACH emails, the Product types do **not** display on these multiple emails for ACH. Groups will need go on the Group Portal and pull their invoice detail in excel to figure out which total equals which product if they would like to know.
- Email totals will match what a group sees for ACH pulls on their bank statements.

Should you have any questions, please contact Group Services at Client.Advocate@HelloFurther.com or 888.460.4013. We are available Monday – Friday from 8am to 5pm CT.

Sincerely,

Further by HealthEquity Member Services