



Salesforce Tax-Advantaged Account Benefits

Frequently Asked Questions and Answers

Salesforce's 2018 Health Savings Account (HSA), Flexible Spending Account (FSA), and Dependent Care FSA administrator will be ConnectYourCare (CYC). CYC is pleased to offer Salesforce employees cutting-edge services and solutions. This document provides questions and answers about the transition.

General

What accounts are CYC now handling?

Health Savings Account (HSA), Health Care Flexible Spending Account (FSA), and Dependent Care FSA.

What is the difference between an HSA and a Health Care FSA?

Both HSAs and Health Care FSAs cover hundreds of eligible health expenses for you and your family and allow pre-tax contributions. There are a few key differences: HSAs require enrollment in a qualified HDHP, are owned by you forever, and funds never expire. Salesforce contributes to employees' HSAs, when enrolled in the Premium HDHP plan. FSAs have no health plan requirements, but there is a rollover limit of \$500 each year (a minimum of \$20 required to rollover, and unused funds in excess of \$500 are forfeited), and accounts expire if you change employment.

Due to IRS regulations, you may not have a **full coverage** Health Care FSA AND an HSA. If you have an HSA, you may also have a **limited purpose** FSA, which covers only dental and vision expenses until your deductible is met. After meeting your deductible, your FSA switches to a full coverage account, covering eligible medical and prescription expenses as well as dental and vision.

Dependent Care FSAs cover child and elder day care needed for your dependents during working hours. Unused funds do not roll over.

How much will Salesforce contribute to my HSA?

If enrolled in the Premium HDHP plan, Salesforce will contribute \$750 for Individual only coverage or \$1,500 for all other coverage levels (Individual + Child(ren), Individual + Spouse, or Family coverage) annually to your HSA, divided evenly into each paycheck. The Salesforce contribution is available for all members who are eligible and enroll in the Premium HDHP plan, regardless of whether or not you elect to make personal contributions. Contributions are prorated if you enroll in a medical plan with HSA after the start of the plan year.

What are the hours of the call center and when can we start calling CYC?



CYC's call center is available 24 hours a day, 7 days per week (365 days per year). The center will be prepared to take calls from Salesforce employees beginning in October. The service number is 844-220-8792.

When can I start using my CYC Payment Card?

Your CYC card will be turned on January 1, 2018 for eligible medical expenses that occur on or after January 1, 2018. However, CYC HSAs and Dependent Care FSAs will not reflect contributions until your first payroll contribution of 2018. Health Care FSA funds will be available on January 1.

Transitioning Your Current HSA to CYC

Will the funds in my current HSA (WageWorks/BNY Mellon) automatically transfer to CYC?

Yes, if you elect an HSA plan for 2018, your WageWorks HSA will automatically be transferred to CYC, offering you the convenience of one combined account, with one payment card and website to manage your account. Your HSA with CYC will also use BNY Mellon as the HSA banking custodian, enabling your investments to transfer as well with no effort needed from you.

What if I don't want my WageWorks HSA funds to transfer to my new CYC HSA?

You may choose to opt out of the transfer, but you will assume the monthly administrative fee for that account and you will have two HSAs to manage. To opt out, you will be required to submit a form to BNY Mellon by December 15, 2017. You will receive a letter explaining your options and a copy of the form from BNY Mellon in October.

What if I don't elect an HSA plan for 2018, what happens to my WageWorks HSA?

Your HSA is yours to use forever, no matter your coverage or employment status. If you don't elect an HSA for the new plan year, you will keep your WageWorks HSA. Please be advised that by opting out of the transfer, your HSA may be subject the following fees: \$3.95 monthly administrative fee; \$2.00 monthly custody fee (waived for accounts with an average daily balance greater than \$5000.00); \$16.00 outgoing transfer of assets fee.

You may transfer your WageWorks HSA to ConnectYourCare (or any other administrator) at any time in the future, but you will not have the advantage of the ease and convenience of the automatic transfer, and you will have to pay the \$16 transfer of assets fee. You may also choose to close your WageWorks HSA account. You may be subject to taxes and possible penalties if HSA funds are not used for eligible expenses or rolled over to another HSA.

When will my WageWorks HSA funds roll over into my CYC HSA?



If you elect an HSA plan for 2018, the transfer process will begin on January 1, 2018, and will be complete by January 12, 2018. During that time, you will not have access to your WageWorks HSA funds.

You will have access to your new CYC HSA and you should submit all claims with a date of service of 1/1/2018 or later to CYC.

Your CYC HSA will be funded with each paycheck, therefore your first contribution will be available after your first paycheck in January. If you have health bills due during that time that exceed your CYC balance, you may pay using personal funds and request reimbursement when the funds transfer is complete.

What will happen to my WageWorks HSA investments during the transfer process?

All of your investments will be automatically transferred as investments under your new CYC HSA. Your HSA with CYC will also use BNY Mellon as the HSA banking custodian, enabling your investments to transfer automatically with no effort needed from you.

If you currently have automated/recurring mutual fund allocations for contributions (for example, 20% Fund A, 20 % Fund B, 60 % Fund C), then you will need to re-establish the allocations in your new CYC HSA account. If you do not re-establish the allocation, then your contributions will be deposited into the FDIC Insured Interest Bearing Bank Portion.

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

Yes. There will be a short period that your funds will be unavailable while they are being transferred – this is referred to as the **blackout period**:

The blackout period for your WageWorks account is January 1 – January 12, 2018. Your WageWorks HSA fund transfer, including investments, will be complete by January 12.

Using Your CYC Account

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

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

- CYC mobile app for Apple, Android and Windows devices.
- Visit www.ConnectYourCare.com/Ohana to log into your online account.
- Call 844-220-8792 for balance information.



How will I be able to access my funds?

You will receive a payment card to access your HSA or FSA funds. When using your card is not convenient, and for Dependent Care FSA claims, you can pay for eligible expenses with any other form of personal payment and request a reimbursement from your online or mobile account.

How will I receive my requested reimbursements (when I don't use my payment card)?

You may receive reimbursements by check or direct deposit. For quicker payment, sign up for direct deposit in your online account.

How do I set up direct deposit for faster reimbursement payments?

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.

How many payment cards will I receive?

You will receive one payment card mailed to your home in late December 2017, but additional payment cards can be ordered at no additional fee through the CYC website or by calling customer service.

How does the payment card work?

Your card will deduct funds directly from your HSA or FSA account. Each time you use your card, be sure to retain itemized receipts in case documentation is requested by CYC for expense validation (FSAs) or for tax purposes (HSAs).

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

Yes. Simply order through your online account or contact Customer Service to request an additional card.

Where can I use my payment card?

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.

Do I need to keep my receipts when I use my CYC payment card?

Yes, for Health Care FSAs. Per IRS rules, CYC may need to request documentation any time you use your payment card. Therefore, always hold on to your itemized 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.

For HSAs, documentation will not be requested, but you should always retain your documentation in case it is needed for tax purposes. HSA Save-It! is an easy online tool where you can store your HSA documentation digitally in case it is every needed.

How much can I contribute to my accounts?

- HSA contribution limits for 2018:
 - Individual with self-only HDHP coverage: \$3,450 per year
 - Individual with family HDHP coverage: \$6,900 per year
 - Individuals ages 55 or older can make additional “catch-up” contributions of up to \$1,000
- Health Care FSA – You can contribute up to \$2,600 to your Health Care FSA (minimum contribution is \$120), but be sure to plan carefully because only \$500 in unused funds may roll over each year (\$20 minimum for rollover). Unused funds in excess of \$500 are forfeited. (Note: FSAs are subject to Non-Discrimination Testing* and depending on the results, contribution limits may be adjusted accordingly.)
- Dependent Care FSA – You can contribute up to \$2,500 to your Dependent Care FSA (minimum contribution is \$120), but be sure to plan carefully because there is no roll over for unused funds. Unused funds are forfeited. (Note: FSAs are subject to Non-Discrimination Testing* and depending on the results, contribution limits may be adjusted accordingly.)

*Discrimination testing of an FSA plan is required on an annual basis to assure the plan has been implemented to the benefit of all employees and not just a select few. To meet the qualifications for tax-favored status, an FSA plan cannot discriminate in favor of Key or Highly Compensated employees.

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

For HSAs, the funds used for that expense will be taxed since their initial contribution to the account was tax-free. In addition, if you are under the age of 65, you will also be subject to a 20% tax penalty.



For FSAs, 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.

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

You can review if your FSA claim requires receipts online by logging into your account online or using the mobile app. 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. It is an easy process to upload scanned images or photos of your receipts.

HSAs will not require receipts to be submitted, but you should retain your receipts and documentation in case it is ever needed for tax purposes.

What if I don't submit my receipts?

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.

FSA Transition Information and Details

Since the administration of Salesforce's Health Care and Dependent Care FSAs is also transitioning to CYC, there are a few key dates to keep in mind.

2017 Claims

- Submit any Health Care and Dependent Care FSA claims with a 2017 date of service to WageWorks.
- Your WageWorks FSA card will be deactivated on December 31, 2017. You will need to submit claims using their online or mobile features.
- The deadline to submit FSA claims with a 2017 date of service is April 30, 2018.
- Unused Health Care FSA funds, between \$20 and \$500, will roll over to your CYC FSA. The funds will be available in your CYC FSA around May 15, 2018.
- Unused Dependent Care FSA funds are forfeited, per IRS regulations.

2018 Claims

- Beginning January 1, 2018, all FSA claims with a 2018 date of service must be submitted to CYC.



- You may choose to pay using your CYC payment card (for Health Care FSA claims), or pay using personal funds and request reimbursement using the mobile app or online.
- Please be sure to retain all documentation for FSA claims. All reimbursement requests will require documentation. Some payment card charges that cannot be automatically verified will also require documentation. It's a quick and easy process to upload documentation via mobile app or online.

How can I certify that I've met my medical deductible, so that my Limited Purpose FSA can cover medical expenses? (*changes your Limited Purpose FSA to a General Purpose FSA*)

Once you meet your medical deductible, your Limited Purpose FSA can be converted to a General Purpose FSA, covering medical and prescription expenses in addition to dental and vision expenses. To convert your FSA to General purpose, you must first certify that you've met your deductible by following these easy steps:

1. Log into your **www.ConnectYourCare.com/Ohana**
2. Select the link for "Certify I've Met My Medical Deductible" under the "I want to..." section on the Home Page; OR "Why doesn't my FSA cover medical expenses?" link within the Payments/Reimbursements page.
3. Follow the easy online instructions to submit your certification.