

## How to Initiate an HSA transfer

If you would like to transfer your HSA funds over to Lively, you can initiate this transfer via your personal Lively Dashboard after completing your enrollment and verifying your email address.

To do this, you can navigate to [www.livelyme.com](http://www.livelyme.com), click 'Login' in the top right-hand corner. If you have forgotten your password, you can click on the 'Forgot Password' button on the login page. From there, a reset password email will be sent to your email address on file. Once you receive this email, you can reset your password and access your Lively account.

Once you are logged into Lively, you can navigate to the 'HSA Transfers' page from the main menu on the top left, then select 'Start a new transfer'. From here, you will have the options of selecting either a 'rollover' transfer or a 'trustee-to-trustee' transfer.

The image shows two screenshots from the Lively dashboard. On the left is a vertical sidebar menu with items: Dashboard, Account Settings, Contributions, Debit Cards, Reimbursements, Expense Scout, Bill Pay, HSA Transfers (highlighted with a red box), and Investments. On the right is a screenshot of the 'HSA Transfers' page. The page has a purple header with the title 'HSA Transfers'. Below the header, there's a breadcrumb 'DASHBOARD > HSA TRANSFERS'. The main content area is titled 'Pending Transfers' and contains a message: 'No pending HSA transfers. Start a trustee-to-trustee transfer or rollover to move money between HSA providers. Your ongoing transfers will appear here.' A green button labeled 'Start a new transfer' is highlighted with a red box in the top right corner of the main content area.

The image shows a page titled 'Let's transfer your HSA funds to Lively'. Below the title, it says 'Choose 1 of 2 ways to move funds from your existing HSA provider to Lively.' and 'To learn more about the difference between a rollover and a trustee-to-trustee transfer click [here](#).' There are two main options presented in white boxes with purple accents:

- Rollover transfer** (FASTER OPTION):
  - ✉ Your existing provider sends you the funds.
  - 🕒 You are responsible for depositing the funds to Lively within 60 days—or face a 20% income tax.
  - 📅 You are limited to only one HSA rollover every 12 months.
  - Initiate rollover
- Trustee-to-trustee transfer** (HANDS OFF OPTION):
  - ✉ Your existing provider sends funds to Lively directly.
  - 🕒 This can take 4-8 weeks depending on your existing provider's processing time.
  - 📅 You can transfer this way as many times as you need.
  - Initiate transfer

A **'rollover'** transfer involves the funds being withdrawn from your previous HSA provider and being sent indirectly to you to then deposit with us within 60 days (otherwise there may be tax implications). Additionally, only one rollover transfer can be completed per 365 days.

A **'trustee-to-trustee'** transfer gives us the authority to pull the funds directly from your previous provider over to us. This type of transfer can take 4-8 weeks depending on your existing provider's processing time and you can transfer this way as many times as you need.

Please see the below instructions for completing a 'rollover' transfer:

- **Step 1:** Contact your existing HSA provider/custodian and take a distribution from your existing HSA account (they may require you to fill out one of their forms).
- **Step 2:** The distribution will come directly to you in one of two forms: a check or an ACH. If a check, deposit the funds into the same external bank account that is linked to your Lively HSA. If an ACH, make sure these funds are in the externally linked bank account.
- **Step 3:** When the funds have cleared into your linked bank account, log in to Lively and navigate to the 'HSA Transfers' page and select 'Start a New Transfer'.
- **Step 4:** Click on the "Initiate Rollover" button and Lively will debit your externally linked bank account for the full amount of the rollover and credit it to your Lively HSA as a rollover.

Please see the below instructions for completing a 'trustee-to-trustee' transfer:

- **Step 1:** Navigate to 'HSA Transfers' Page
- **Step 2:** Select 'Initiate Transfer' under the 'Trustee-to-trustee transfer' option
- **Step 3:** Fill out required information accordingly (provider name, account number, etc.)
- **Step 4:** We send you a form to sign electronically
- **Step 5:** Once this has been completed, we will send your transfer form over to your previous provider to obtain your funds
- **Step 6:** Your previous provider will then mail us a physical check of your funds
- **Step 7:** Once we receive these funds, we will then deposit the funds into your Lively account and notify you by email

Please note that you will **not** have access to your HSA funds while they are in the process of being transferred. However, if you have any eligible medical expenses that need to be paid immediately, you can certainly use another form of payment (personal debit card/credit card/check) and initiate a reimbursement from your Lively HSA once the funds are available. Once a reimbursement is initiated, the funds will be transferred to your linked bank account in 2-3 business days.

If you have any questions relating to transferring your HSA funds from your existing provider, please feel free to reach out to Lively's Member Support team. The support team can be reached by email at [support@livelyme.com](mailto:support@livelyme.com) or by phone at 888-576-4837 from 6 AM to 6 PM PST Monday through Friday (except national holidays).