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| **SUBJECT: Important News About Your BASIC Benefit Account** |

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|  Dear Valued Participant,  We’re excited for you to experience the new Consumer Driven Accounts system very soon! This will forever change how you manage your benefit accounts and we can’t wait to share the new system with you. The process of upgrading you to the new Consumer Driven Accounts system will start on September 23rd. **Please Note**:* Your BASIC Card will be on hold starting September 21st, with your account going on hold starting September 23rd.
* Access to the website and the mobile app will be on hold until the upgrade is complete.
* The update process should be complete within 7-10 days after your account is placed on hold.
* You will receive your new BASIC Card soon – watch your mail!
* When you receive the Consumer Driven Accounts welcome email, you can begin using your BASIC Card, the website, and our mobile app.

As we mentioned in our last communication, this upgrade will include our new, better-than-ever BASIC Card - the fastest and most efficient way to pay for eligible benefit account expenses! Additionally, the new BASIC benefits app will make managing your accounts easier than ever from your phone!Features of your new BASIC Card:* **BASIC Card Lock** lets you lock and unlock a misplaced BASIC Card with a single click.
* **MyCash** deposits reimbursements paid without the BASIC Card right into your MyCash account. Use these funds for any purchase!

We look forward to upgrading you to the new experience and please contact us with any questions or concerns.  Sincerely,Your BASIC CDA Team  |

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