

Project Title: HBS Tour Video	Date: 04/11/2023
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Total Run Time: 2:43	MAP#: MAP5511193

ADA As Produced Script

[Music in background throughout]

On screen copy:

- Bank of America® Logo
- Health care moments

[Lifestyle photos of “collection of moments” popping up on-screen]

Your health care is a collection of moments over your lifetime.

On screen copy:

- Health care moments
- Health accounts
- Mobile app
- Debit card
- Qualified expenses
- Customer Care
- Member website
- Security
- Resources
- Investing
- Health accounts

We’re here to help make sure those moments go smoothly, with the technology and tools that support you.

On screen copy:

- Member website

Our website is designed to provide a seamless online experience.

[Member website home page scrolls down to show I Want To:, Accounts, Tasks, Quick Links, Recent Transactions and Explore the Learn Center]

From the home page you can file a claim, view account balances, manage action items, see your transactions and explore the Learn Center.

[Hand-icon cursor on-screen on member website menu hovers over Accounts and goes down to Statements, Profile Summary, File a Claim and Make an HSA Transaction; cursor clicks on Make an HSA Transaction, and page shows on-screen]

Quickly navigate to what you need, like statements, your profile, file a claim or make an HSA transaction, where you can reimburse yourself for an out-of-pocket expense or make an additional HSA contribution.

[Mouse on-screen. Accounts page shows arrow drop-down menu where payee name is selected]

You can also pay a bill to a provider directly from your health account — just like online bill pay.

On screen copy:

- Mail, email or text

And choose how you prefer to receive account notifications.

On screen copy:

- HSA investments

The HSA investment feature gives you access to a wide range of mutual funds to help grow your account over time.

[Investments/Summary page scrolls through on-screen to show funds in sample portfolio]

On screen copy:

- Manage funds

We provide the tools you need to set up your investment account, research fund performance and manage your funds.

On screen copy:

- MyHealth mobile app
- MyHealth® app logo
- Wherever
- Whenever

Our MyHealth mobile app is the convenient way to manage your account, wherever and whenever you want.

[The MyHealth mobile app homepage appears on-screen]

On screen copy:

- Check balances

- File a claim
- View transactions
- Manage tasks
- Portfolio performance

Similar to the member website, you can check balances, file a claim, view or make transactions, manage tasks, or access your HSA investments.

On screen copy:

- More features
- Eligible Expense Scanner

[The Eligible Expense Scanner scans a barcode. Then, a green circle and checkmark animate showing an eligible item]

Plus, there are more cool features on the app like the Eligible Expense Scanner, which takes the guesswork out of whether an item is a qualified expense. Simply point, scan and verify.

On screen copy:

- Receipt Organizer

[Lifestyle video of a woman scanning a receipt]

On screen copy:

- Submit receipt

[Mobile app screen showing four scanned receipts]

Our Receipt Organizer lets you upload and store receipts, invoices and explanation of benefits documents just by snapping a picture — so they're available whenever you need them.

On screen copy:

- Pay for expenses
- Health account debit card

When it comes to paying for health care expenses, you can use your debit card.

[Single debit card icon animates into two cards]

On screen copy:

- Multiple accounts
- HSA
- FSA
- Commuter Benefits
- LPFSA

- DCFSA

[Debit card icons animate into two dollar signs]

On screen copy:

- Which account?

It's a smart card. If you have more than one account with us, it automatically knows where to take the funds from.

On screen copy:

- Education

[Lifestyle video of a woman on her laptop smiling]

No matter how you choose to use your account, we have tools and education that make account management simple.

[Email sample shows on-screen]

Throughout the year you'll receive emails that help you make the most of your health benefits.

[The member website scrolls to show account features]

Our member website has useful tips to keep you up to date on your account features.

[The Learn Center scrolls onscreen to show resources available to you]

And the Learn Center is a resource that contains informative articles, videos, calculators, a user guide and more.

On screen copy:

- Customer care

If you have a question, our customer care associates are ready to help.

On screen copy:

- 24/7

[Lifestyle video of a customer care associate helping]

Call us 24 hours a day, seven days a week, or chat with us online.

On screen copy:

- Health accounts

- Mobile app
- Debit card
- Qualified expenses
- Customer Care
- Member website
- Security
- Resources
- Investing

[Lifestyle photos showing “health care moments” popping up on-screen]

On screen copy:

- Bank of America® logo

We’re working behind the scenes to help strengthen your financial future for all of life’s health care moments.

On screen copy:

- Bank of America® logo
- healthaccounts.bankofamerica.com

On screen disclosures:

Data connection required. Wireless carrier fees may apply. Mobile app not available on all devices.

The website and mobile sites are designed to work with most smartphones.

This HSA debit card program is issued by Bank of America, N.A. Visa is a registered trademark of Visa International Service Association, and is used by the issuer pursuant to license from Visa U.S.A. Inc.

Qualified health care expenses are those expenses that generally would qualify for the medical and dental expenses deduction. The Internal Revenue Service publishes a list of qualified expenses in Publication 502, Medical and Dental Expenses, available at www.irs.gov.

While you can use your HSA to pay or be reimbursed for qualified medical expenses, if you receive distributions for other reasons, the amount you withdraw will be subject to income tax and may be subject to an additional 20% federal tax. Certain limits may apply to employees who are considered highly compensated key employees. Bank of America recommends you contact qualified tax or legal counsel before establishing an HSA.

Investing through the Plan involves risk, including possible loss of the principal value invested.

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May Lose Value

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[End of transcript]