



Managed and Operated by
PANTEXAS DETERRENCE

Benefits Team

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Dear employee,

Pantex is moving to a new HSA provider for 2027. Your HSA will continue to be held at HSA Bank, but several processes and system features are changing. Please keep this notice until all updates are complete on November 25.

Key Dates

- **By November 12** – Verify your email at [MyCigna.com](https://mycigna.com) (Profile section).
- **November 16** – Blackout begins. Stop all HSA spending and cancel scheduled payments.
- **November 19** – Transition processing begins.
- **November 23–25** – You'll receive an email confirming transition completion. You may resume using your existing card.
- **10 days after transition** – Existing debit card deactivates.
- **Shortly after transition** - Your new card will arrive by mail and activates on first use.

What You Need to Do

1. Update Your Email (Required)

HSA Bank will use this email to notify you when your transition is complete and when your debit card is ready.

2. Stop Using HSA Funds Beginning November 16

Do not use your debit card or request distributions during this blackout period. This prevents delays. Cancel any scheduled HSA payments.

3. Debit Card Guidance

- Your existing card stays active for 10 days after transition.
- You will get a second email when it deactivates.
- Your new HSA Bank Benefits debit card will arrive by mail.
- During the brief period when both cards appear active, transactions may not process consistently. Keep all receipts and continue using your existing card until it is officially deactivated.
- If needed, you can log in to HSA Bank to reimburse yourself or pay providers directly.

4. Accessing Your Account

Visit <https://enterprise.hsabank.com> and select "New User? Set up account."

You may register and download the HSA Bank app now; your account information will automatically appear after the transition. You are encouraged to register now so your access is ready as soon as the transition is complete.

Review your account settings:

- Bill Pay
- Bank Accounts
- Authorized Signers
- Beneficiaries

What's Staying the Same

Your HSA account number, investments, reimbursement options, authorized signers, beneficiaries, account history, and employer-covered monthly fee remain unchanged. Your HSA investments will not be liquidated or changed during the transition.

What's Going Away

- Access through [MyCigna.com](https://mycigna.com)
- Automatic Cigna claim loading
- Auto Pay (Cancel any scheduled payments such as recurring provider payments or bill-pay withdrawals).

You will access your HSA directly through HSA Bank going forward. You may still manually submit receipts or claims through your HSA Bank online account or mobile app.

If you have questions, contact HSA Bank's 24/7 Client Assistance Center at (855) 731-5220 or refer to the 2027 Insurance and Benefits Change Hub [FAQs](#) on TheZone.

Thank you,

Pantex Benefits Team