

# Willis Towers Watson's Benefits Accounts



**Choosing the right benefits is only the beginning of the journey for your employees and/or retirees; a thoughtful strategy, including financial support to help keep benefits affordable, can help promote the physical and financial wellbeing of your workers.**

Willis Towers Watson's team works with you to design your funding program and choose the account types that best complement it. Benefits Accounts makes it easy to administer through our wholly owned and fully integrated administration platforms, allowing your employees easy access to up-to-the-minute account information and comprehensive decision-support tools.

As a result, your employees discover ways to wisely use and invest their benefit dollars – covering both their physical and financial wellbeing. Similarly, your retirees are empowered to make their own decisions about how to use their benefit dollars through flexible, tax-advantaged medical spending savings accounts.

## Benefits Accounts overview:

- **2002** – formed to serve clients across a broad spectrum of benefits accounts
- **1.7M** consumer accounts
- **20M claims** were processed in the last 12 months at an accuracy better than **99%**
- Manages more than **75,000** claims per day

## Account options to improve financial wellbeing:

Our flexible approach empowers employees and retirees to take more control over their spending with a range of tax-advantaged accounts.

### **Health savings accounts (HSAs)**

HSAs paired with a high-deductible health plan deliver significant tax and retirement savings opportunities to your employees. HSAs are owned and managed by employees so they can determine, over time, how and when to spend (or save) their health care dollars in order to improve their health and financial wellbeing.

### **Health reimbursement arrangements (HRAs)**

HRAs give employees or retirees a tax-advantaged way to pay for expenses not covered by their health plan. An HRA is funded solely by the employer or plan sponsor.

### **Health care flexible spending accounts (HCFSAs)**

HCFSAs provide a tax-free way for employees to put aside money for medical, dental, vision and prescription expenses not covered by their health plan. These FSAs can be standard or limited purpose for pairing with an HSA.

### **Dependent care flexible spending accounts (DCFSAs)**

DCFSAs provide employees with tax-preferred options for managing care for children and dependent adults.

As a non-bank custodian, Willis Towers Watson's Benefits Accounts enjoys greater control over HSA program rules and fees than many other account administrators. We're also accountable for the overall performance of our operation. This means we have more flexibility to work with you on a funding program that meets your needs – and we keep a laser-like focus on offering a better participant experience.

## Employees and retirees benefit from:

- **Easy account access and up-to-the-minute account information**  
Our technology is designed with an intuitive workflow and features that simplify transactions and facilitate engagement.
- **Anytime, anywhere access**  
Users can check their account balances via our portal or our mobile app (including the ability to receive text alerts with account balance information), photograph and upload receipts, submit claims and initiate inquiries.
- **Excellent customer service with rapid issue resolution**  
We offer easy access to professionals through a mobile app, online portal, call center and automated help desk.
- **Leading-edge, flexible technology**  
Our platform has been fine-tuned over the years to offer an excellent employee, retiree and employer experience.

## Why choose Willis Towers Watson's Benefits Accounts?



### Focus on wellbeing

Provides your employees with the products and tools to enhance their physical and financial wellbeing now and in the future, while in-depth research informs the design and delivery of your funding program



### One integrated platform

Integrates with our BenefitConnect and Individual solution enrollment platforms



### Consultative support

Delivers end-to-end support from design through implementation



### Direct access to your client team

Provides fast issue resolution for you and your employees



### Extensive information security infrastructure

Protects personal information

## About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).



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## Existing BenefitConnect features enabling a streamlined Benefits Accounts experience for you and your employees



- Single sign-on connectivity from BenefitConnect to Benefits Accounts
- Proven integrated project plan and implementation process
- Built and tested eligibility file supported by designated teams
- HSA, FSA and HRA balances are viewable on BenefitConnect via a web service call
- Automated closure of non-valid HSA accounts



## New BenefitConnect features coming soon!

- **Medical coverage levels** will be sent to Benefits Accounts so that HSA contribution overages are identified proactively. Upon identification, portal messaging, text and emails are sent to the participant
- **HSA maximums** are monitored and participants are communicated with via email and portal messaging as they approach their individual maximum contributions
- **New participant portal experience** with customer service at the center of the focus
- **Enrollment reminders and notifications** sent directly from our mobile app via push notifications
- **Key insurance coverage information** including carrier name and contact details, network, type of coverage and plan type will be available directly on the app, so participants will be able to quickly and easily access this information
- **Preemptively conduct HSA CIP check** in enrollment system to ensure all HSAs are approved before deductions take place

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