



TASC Card® and MyCash FAQs

The MyCash account holds your reimbursement funds... and the easiest way to access your funds is with your TASC Card.

It's like having a cash card in your pocket... but instead of being tied to your personal bank account, it's tied to your MyCash reimbursement account. Safe, secure—and really, quite handy.

MyCASH

1. What is MyCash?

When you incur an eligible employee benefit expense, simply submit a request for reimbursement with receipt(s) via our mobile app, website, text message, fax, or mail. Instead of sending you a check, or depositing the reimbursement into your bank account, the reimbursement funds will be deposited on your TASC Card.



This makes reimbursements fast and convenient. You simply submit a request for reimbursement, and your money is right back in your hands within just a day or two—ready to spend with the swipe of a card. Funds will remain in your MyCash account until you spend or move them—how and when it's convenient for you.

2. How do I access MyCash?

Swipe! Use your TASC Card at retailers everywhere Mastercard debit cards are accepted. Grocery store, mall, restaurant, you name it! Purchases are not limited to a merchant or by type of expense. Spend your MyCash funds any way and anywhere you want—with the swipe of your card.

Withdraw! Need a little cash? Just swing by an ATM. You can withdraw your MyCash funds at any ATM (with a PIN) that displays the Mastercard brand. To request a PIN, sign in to your TASC account (uba.tasconline.com) and go to *TASC Wallet* and select *PIN Setup*.

Transfer! It's easy to move your money when you need funds back in your bank account or you want to help out a friend. Simply sign in to your TASC account to schedule a transfer from your MyCash account to a personal bank account, anytime from anywhere.

3. Do I need to use MyCash?

No—but we think you should give MyCash a try! You can always go back to other methods if you don't totally love the convenience of having cash available via your TASC Card.

To move from direct deposit or paper check reimbursements back to MyCash, sign in to your account, then click on your MyCash balance and select *Manage MyCash transfer schedules*. Click the green trash can icon next to any active schedule to delete it. With no schedule in place, your funds will remain in MyCash, ready to access with the swipe of your TASC Card.

4. How do I manage MyCash funds?

It's easy to manage your MyCash funds from your TASC account. Click on your MyCash balance and *View MyCash transactions*. You can see exactly when your funds were deposited, spent, or transferred.

CARD ISSUING

5. Who can obtain a TASC Card?

Each active participant of a plan and their eligible dependent(s). We provide two free cards (one for the participant and one for a spouse or dependent).

6. How long does it take to receive a TASC Card?

Typically, cards are received within 7-10 business days of request/plan inception.

7. How is the TASC Card distributed?

The TASC Card is sent directly to plan participants at their address on file with TASC. Dependent cards are issued to the plan participant's address as well.

8. Am I required to activate the TASC Card?

To activate the TASC Card, simply swipe it for an eligible expense. The card goes live on the first successful swipe.

USING THE TASC CARD

9. Where can I use the TASC Card?

At healthcare merchants with a healthcare Inventory Information Approval System (IIAS) in place, including doctors, dentists, vision care facilities, and other locations that sell medical services/products. The IIAS automatically approves purchase of eligible items from the benefits account(s) at the point of purchase. For a list of IIAS certified merchants, visit www.sig-is.org and select the **IIAS Merchant PDF** under the *Store Locator* section. For more information on SIGIS, select the **SIGIS Fact Sheet** under *Featured Publications* on this same page.

You may access your MyCash funds at any merchant that accepts Mastercard. You may also withdraw funds at an ATM with a PIN.

10. How does the TASC Card work?

Simply swipe the TASC Card when making a purchase and the card will automatically determine the following: (1) how you are using your TASC Card, whether as a signature debit card (benefits or MyCash) or as an ATM card (MyCash only), (2) the eligibility of each item you are purchasing, and (3) which account to use.

FEES

11. What fees are associated with the TASC Card?

The only fees that may be assessed are ATM usage fees, if you accessed your MyCash account using an ATM. There are no fees for using the card for purchases.

12. Are there any MyCash account maintenance fees?

There are no fees for active participants with balances in MyCash. If a participant is no longer enrolled, TASC applies a \$5.00 monthly Cash Account Access Service Fee until there is a zero balance.

OPERATIONS

13. Is a PIN required for ATM usage?

Yes. If you plan to use the TASC Card at ATMs, sign in to your account and go to *TASC Wallet* and select *PIN Setup*. A PIN is not required for other card activity.

14. How do I know what funds are available in each of my accounts?

You may check balances online, on the TASC mobile app, the interactive voice response (IVR) phone system at 1-800-422-4661, or by calling Customer Care at 1-833-908-2392. You will be asked to enter your 12-digit TASC ID, which will be included in your Participant Welcome Letter and can be conveniently found on the back of your TASC Card.

15. Is direct deposit available for reimbursements?

Yes. You may schedule a MyCash balance transfer to a personal bank account on a weekly, biweekly, or monthly basis, or when a certain balance (minimum \$25.00) is reached. You may also schedule a one-time transfer to a personal bank account.

16. Is there a limit to how much I can transfer from my MyCash account to my bank account?

Transfers are limited to the available balance in MyCash at the time of the transfer. The minimum balance transfer threshold is \$25.00.