OPTUM Bank℠

Access to and Retention of Electronic HSA Records

Hardware and Software Requirement

In order to access documents related to your Optum Bank HSA electronically, you must have a personal computer or other access device capable of accessing the Internet using one of the browsers indicated below. You will also need the appropriate hardware to support the software identified.

Desktop Use:

Windows 7, 8.x, 10	Mac OS X 10.8 or higher
Internet Explorer 10.0 or higher	Safari
Firefox (Latest Version)	Firefox (Latest Version)
Google Chrome (Latest Version)	Google Chrome (Latest Version)

Mobile Use:

Android version 4.4.2	iOS 8.3
Chrome 42.0.2311.109	Safari 8.3
Firefox 38	

Viewing/Downloading Copies of Electronic Documents

In order to view, print, or retain HSA documentation, you will need the latest version of Adobe Acrobat Reader®, and the ability to download to your computer or print Adobe Acrobat files. If you do not have Adobe Acrobat Reader, you can download it from our website. You may keep copies of your HSA documentation for future reference by saving them to your computer in the PDF format, by clicking on "File" and then "Save As" in your browser or Adobe Acrobat Reader window.

Updating Your Email Address

Please notify Optum Bank whenever you change your email address by logging in to the HSA website and updating your email address.

If Optum Bank receives an electronic notice that an email is undeliverable due to an incorrect or inoperative email address, Optum Bank will resend any information that is required by law to be sent to you via U.S. Postal Service. However, any information that is not required by law to be sent to you will not be resent by regular mail.