



## Accessing your Tower Bank HSA

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Once you have opened your account at Tower Bank and have received your welcome letter in the mail, you will be able to access your HSA in the following ways:

### Online Banking:

#### To sign up for free online account access:

- Visit **theHSAauthority.com** click the gold "First Time Login" button on the home page and follow the on-screen prompts. You will need certain information shown on the welcome letter that you received in the mail shortly after you opened your account. If you no longer have this information, contact our Customer Care Center at the number shown below for assistance.

### Helpful hints for using Tower's online banking system:

- If you do not remember your password, you can use the online "I forgot my password" feature after you enter your Access ID and click "login." Your password will be emailed to you.
- If you do not remember your Access ID please call Customer Care for assistance.
- For security purposes, after 6 months of inactivity (no logins) your online banking ID and password will expire and you will need to start at "First Time Login" and re-enter your information.
- If you have elected online bank statements, you will need to set up your online account access and will use the ID and password you establish to login and view your monthly statements.

### Telephone Banking:

#### To use our 24-hour automated telephone banking system:

- Call 1.888.743.0737 and follow the voice prompts to set up your access.
- You will need certain information shown on the welcome letter that you received in the mail shortly after you opened your account. If you no longer have this information, contact our Customer Care Center at the number shown below for assistance.

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#### Customer Care Center

- Call 1.888.472.8697, option 1.  
Hours are 8:00 am to 6:00 pm EST Monday - Friday.

#### Web site

- Visit **theHSAauthority.com** for a list of eligible expenses, forms, FAQs, tools, and more.

#### Mailing Address

- The HSA Authority  
ATTN: Processing Center  
PO Box 11454  
Fort Wayne, IN 46858

#### Changes to your Account

- When changes need to be made to your account, you can find all applicable forms at **theHSAauthority.com** by clicking the "Forms" tab at the top of the page.

*(Please Note: Changing your address with your employer does not automatically update the address on your bank account. A form is required.)*

p. 888.472.8697  
f. 260.427.7185

116 East Berry Street  
Fort Wayne, IN 46802

**theHSAauthority.com**

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