



NOTE: The below email template may be used to help you communicate the transition to PNC BeneFit Plus with your employees. Please feel free to customize for your organization as needed.

Subject Line: Good News! Exciting changes coming to your benefit spending account experience

Hello,

Starting January 1, 2026, administrative services for FSAs, HRAs, and transit accounts previously offered through PacificSource Administrators (PSA) are being transitioned to PNC BeneFit Plus. PNC is the fifth largest commercial bank in the country and a trusted financial services provider. As one of the largest administrators of tax advantaged accounts, PNC delivers an exceptional benefit experience through PNC BeneFit Plus.

Discover the Benefits of PNC BeneFit Plus

PNC BeneFit Plus makes it easier than ever to manage your healthcare spending—whether you're at the doctor's office, picking up a prescription, or planning for future expenses. Here's how it helps:

Easy Access to Your Funds

Use your PNC BeneFit Plus debit card to pay for eligible expenses at clinics, pharmacies, dental offices, and more. Add your card to your mobile wallet for secure, contactless payments—perfect for when you're on the go!

Simple, Secure Account Management

The PNC BeneFit Plus Consumer Portal is personalized, secure, and easy to use. You can:

- View account activity
- Check claims and payment status
- File claims and upload receipts—all in just a few clicks

Stay Organized with the Expense Tracker

Easily manage and track your eligible expenses with the built-in Expense Tracker.

Manage Your Account Anytime, Anywhere



Download the PNC BeneFit Plus mobile app to check your balance, submit claims, and more—right from your phone.

What You Need to Do

Now:

Continue using your current benefit accounts and PSA card (if applicable) through the end of the year.

Log in to your PacificSource account to verify that your profile information, such as your email, mobile number, and address are up to date. Please make any necessary updates to your contact information to help ensure you receive relevant communications and your PNC BeneFit Plus debit card.

No further action needed from you, your account(s) will automatically transfer to PNC.

Next Steps:

Be on the lookout for communications from PNC with important transition details, including how to access your account and when to expect your new card.

Thank you for your attention as we move forward with this new partnership. We're confident this change will bring positive improvements for our organization.

Questions?

Please continue to reach out to PacificSource Administrators at 800-422-7038.