



Healthcare Account Reimbursement Card

Recently, a TASC Cardholder visited your store and received a decline when attempting to use their Card to make a purchase. The TASC Card is a Healthcare Account (Flexible Spending Account/FSA, Health Reimbursement Arrangement/HRA, or Health Savings Account/HSA) Reimbursement Card.

To accept TASC Cards for eligible healthcare expenses your store must be either IIAS Certified or classified as a 90% Registered Merchant. If your status has not changed recently and you were previously able to process Healthcare Cards, then transactions made with these cards should continue as before. Conversely, if you are not a Certified or Registered Merchant we strongly encourage you to upgrade to either status. Until you do, TASC Cardholders will be unable to use their Cards at your store and as a consequence may choose to visit other approved merchants. To check your status or to learn how easy it is to attain either Certified or Registered status, contact SIGIS (at help@sig-is.org or 925-275-6605).

Some merchants have failed to load the new TASC Card BIN into their Card processing systems, meaning would-be transactions with TASC Cards are being declined. In addition, your processor's Acquirer must enter the BIN as well. As a merchant, if you are experiencing increased declines, please work with your Acquirer to determine the cause and solution.



At times the TASC Card will be declined for appropriate reasons, such as when a cardholder attempts to purchase an ineligible item, or when funds in an account are insufficient to cover the expense.

Your loyal customers hope to continue purchasing their healthcare products and services from you. Meanwhile, they expect to continue making the most of their FSA, HSA, or HRA Plan, including the Plan's tax advantages and the easy-to-use TASC Card. We hope you agree that it is in the best interest of all parties to resolve this issue as soon as possible. Thank you for your consideration.