



Dear SmartHealth PayCard Cardholder,

Thank you for being a SmartHealth PayCard cardholder. We previously introduced you to our partner, ZuntaFi, who has been providing you with customer service support for your SmartHealth PayCard account. **Effective January 7, 2025, ZuntaFi will also begin managing all payment processing and statement delivery for SmartHealth PayCard.**

Between January 7, 2025, and January 14, 2025, we will begin the transition. **During this period, you will not have access to your online account.** ZuntaFi will send you a notification using your preferred communication preference once you are able to access your online account at [myzuntafiaccount.com](https://myzuntafiaccount.com).

## WHAT'S CHANGING

### PAYMENT REMITTANCE

Beginning January 6, 2025, all payments should be sent directly to ZuntaFi. Payments received at the current mailing address will be forwarded to ZuntaFi until March 3, 2025. If you have scheduled a one-time or recurring payment, this service will automatically STOP, and you will need to complete a new authorization with ZuntaFi. **The SmartHealth PayCard mobile app will be discontinued effective January 6, 2024.**

Note: If you are using a bill pay service through your bank or other provider, please update the payee and payment address to ZuntaFi.

The following payment remittance options will be available at ZuntaFi.

- Online: [myzuntafiaccount.com](https://myzuntafiaccount.com)
- Mobile Application: Download the ZuntaFi mobile app from the App Store or Google Play. New users must register after downloading the app. New and existing ZuntaFi app users must link to your account number before you are able to begin making payments.
- Pay by Phone: (800) 521-7806
- Mail: ZuntaFi Payment Center  
P.O. Box 4501  
Aberdeen, SD 57402-4501

### CUSTOMER SERVICE PHONE NUMBER

ZuntaFi will continue to be your point of contact for customer service; however, the number you call for customer service support is changing. ZuntaFi's customer service number is (800) 521-7806 Monday – Friday: 8 a.m. - 5 p.m. CST

### STATEMENT DELIVERY

ZuntaFi will be sending your monthly billing statement using your preferred communication method. Emailed statements will no longer use the last four digits of your social security as a password. Rather, you will receive a secure email at the beginning of each month from [customerservice@zuntafi.com](mailto:customerservice@zuntafi.com) through SOPHOS. Simply follow the SOPHOS instructions to create a password, then simply enter your SOPHOS password each month to access your monthly statement. To ensure you receive your important account information, please add [customerservice@zuntafi.com](mailto:customerservice@zuntafi.com) to your email provider safe sender list. If you have opted for a paper statement, you will continue to receive your statement in the mail via USPS.



## WHAT'S NOT CHANGING

### PAYMENT DUE DATE

Your payment due date will remain the same, by the **24<sup>th</sup> of each month**.

### OUTSTANDING BALANCES:

You are responsible for your outstanding balance and will continue to receive your regular monthly statements. To keep your account and credit in good standing, make at least your monthly minimum payments by the due date.

### FEES:

All applicable interest, NSF, and late fees will continue to apply as outlined in the original Agreement and Disclosure.

### PURCHASE TRANSACTIONS:

The SmartHealth PayCard Program remains closed, and no new purchases can be made on the card.

We apologize for any inconvenience this change may cause. Should you have any questions, please do not hesitate to contact ZuntaFi.