

**From:** [REDACTED]  
**To:** [ETF SMB Board Feedback](#)  
**Subject:** Feedback about Optum  
**Date:** Wednesday, February 14, 2024 6:34:25 PM

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Hello,

I'm a UW Employee, and I've had an HDHP with an HSA for several years. This works really well for me and I'm glad that I have this option through UW. However, I'm out of patience with Optum as the HSA administrator.

My main complaint is with their portal/website. It's either full of bugs or very poorly designed: nothing works as it should, and although I've gotten in touch with customer service to report the problems, Optum either can't or won't fix them. I'd be happy to go into details if you're interested.

I also understand that Optum's investment portfolio is not very good, compared to other HSA administrators.

I don't want to spend any more time fighting with Optum, so I'm giving up on using that account. Instead, I've opened a new HSA with a different company, and I'm planning to rollover my UW-deposited funds once a year. I think this will work for me, but I'm disappointed that I have to go through all that trouble. Please reconsider using Optum.

Thanks,  
Sarah Betzler