



PayForward Loyalty Rewards Program is being discontinued

PayForward® is discontinuing the Loyalty Rewards Program for Anthem Blue Cross members. Here’s a quick FAQ to help your clients and employees with a PayForward account prepare for the changes.

When is the termination effective?

| Termination timeline for PayForward members | |
|---|--|
| Date | Action |
| October 1, 2023 | Members will no longer have access to load funds to their account. |
| November 1, 2023 | Members will no longer be able to use their PayForward Visa® card to make purchases or withdraw money from an ATM. |
| December 1, 2023 | Any remaining funds will be returned to members on a paper check, which will be sent to the address in PayForward’s records. |

How will Anthem members be notified?

PayForward sent an email to program members with the subject line **ACTION REQUIRED** on **August 31, 2023**. The email included instructions on how to check balances, redirect recurring payments or subscriptions, and a phone number for customer service inquiries.

What if members don’t want to wait for a paper check?

Before **December 1, 2023**, members can either spend the remaining balance on their card or transfer the balance to a linked bank account. Funds will be transferred in 2 to 5 business days. Members can choose the following:

To consolidate a PayForward Spending Account, a My Anthem Health Wallet, and other personally created wallets:

- Select the **\$** icon at the top of the screen.
- Choose **Source**, then select **Other Accounts**. From there, members can choose **My Anthem Health Wallet** or another personal wallet.
- To consolidate the balance, choose **Destination** and select **Spending Account**.
- Under *Amount*, enter the total amount available in the wallet being transferred.
- Choose **Send** and select **Confirm**.

To transfer funds to a linked bank account:

- Select the **\$** icon at the top of the screen.
- Choose **Source**, then select **Spending Account**.
- To transfer funds, choose **Destination** and select **Your Linked Checking Account**.
- Under *Amount*, enter the total amount available in the wallet being transferred.
- Choose **Send** and select **Confirm**.

What should members do if they have any remaining electronic gift card balances?

Electronic gift cards will not be accessible in PayForward after **November 30, 2023**. If PayForward members have remaining gift card balances, they should add the gift card to their Apple Wallet® or snap a picture of the gift card for future use.

Gift card balances displayed in the PayForward app may not be accurate since some retailers do not update their systems regularly. Members should check electronic gift card balances on the individual retailers' websites.

How many Anthem members are impacted by this discontinuation?

As of June 30, 2023:

| Program | Balance | Number of card accounts |
|---------|-------------|-------------------------|
| Anthem | \$18,834.57 | 649 |
| CalPERS | \$1,133.49 | 52 |

What if members have questions or do not receive their check?

Members can call PayForward Customer Service at **844-944-9273**.



We are here to help

If you have questions, please contact your Anthem representative.