



Information on *CIP for Employees*

Important information on the *Customer Identification Process (CIP)*

Q: What is the Customer Identification Process, or CIP?

A: Any time a new bank account is opened under the USA Patriot Act, the federal government requires verification of the legal identity of the account holder. CIP is the process used to verify your identity; adding security to your SimplyHSA, and protecting your personal information.

Q: How will I know if I pass the CIP?

A: You will receive your Welcome Email and Employee Benefits Corporation Benefits Card, indicating that your account has been opened!

Q: What if I don't pass the CIP?

A: You will receive an email from **HSA@Avidiahealthcaresolutions.com** asking for further documentation. The email will arrive at the email address you provided via My Account Assistant. It is important to take action **immediately**. Follow the instructions in the email to verify your identity. You may send documents by either mail, fax, or email:

Mail: Avidia Bank
PO Box 540606
Waltham, MA 02454

Fax: 844 560 6760

Email: HSA@Avidiahealthcaresolutions.com

Q: What types of documents would be requested to verify my identity?

A: The following types of identification may be requested:

1. Proof of ID

- Front and back copies of a State-issued driver's license (temporary and paper licenses are not acceptable)
- Front and back copies of a State-issued identification card or non-driver card
- United States-issued Passport
- Other government-issued document with a photo; evidencing nationality or residence

2. Proof of Social Security Number (SSN)

- Front and back color copy of an original Social Security Card

3. Proof of Address

- Copy of recent utility bill
- Copy of current residential lease agreement
- Copy of current mortgage bill or statement

Q: Can contributions be applied before the CIP process is complete?

A: Contributions can only be applied once the account has been fully opened.

Please be aware that until the Customer Identification Process (CIP) is complete, your account CANNOT be opened or receive deposits.

Q: I didn't pass the CIP. Why?

A: It was likely one of the following reasons:

- You accidentally misprinted or misspelled your name, address, SSN, or date of birth
- There was an administrative data entry error of your name, address, SSN, or date of birth
- You recently moved to a different residence
- You recently changed your name
- You do not have an extensive credit history or information available through public records

Q: Why would I have a CIP failure now and I didn't in the past?

A: There could be missing or different information in this application than was on a prior application.

Q: How long does this process take?

A: The process takes approximately **2 business days** from the date you return the requested information.

You will receive an email within 1 to 2 business days if you need to provide further documentation (regular mail takes from 5 to 7 business days). If you do not reply with the requested documentation after 15 days, you will receive another request, and then a third and final one after 30 business days asking you to re-initiate the enrollment process.

If your identity is successfully verified, you will receive your **Welcome Email**, indicating that your SimplyHSA account is open!

Additional questions?

Contact: participantservices@ebcflex.com