

# CUSTOMER IDENTIFICATION PROCESS (CIP)



CIP helps HealthEquity verify each member's identity before they can begin using their HSA.

## FREQUENTLY ASKED QUESTIONS

### How do you verify member identity?

We work with LexisNexis, a preferred partner of financial institutions, to ensure each member's name and Social Security number match, and that either their date of birth or address match.

### What happens if a member fails CIP?

If a member fails CIP, we send them an email (if we don't have their email address on file we mail a letter) asking them to contact us and provide further identity verification, which may include a copy of their Social Security card, W2, birth certificate, driver's license or a utility bill. We send a follow-up letter if they do not respond after 15 days.

### Will I be alerted if my employee fails CIP?

You can check employee CIP status anytime by logging in to your employer portal and selecting 'Incomplete Verifications' from the 'Employee Info' menu. You will also receive weekly email updates about any members that have not passed CIP.

### What will happen to funds contributed to the HSA of an employee who has not passed CIP?

Contributions can still be made to the employee's account, but will be unavailable until CIP has been successfully completed. You can request the funds be returned to you at any time.

### What happens if the issue is not resolved?

Members can't log in to their online member portal or receive their HealthEquity welcome materials, including their debit card,<sup>1</sup> until they have passed CIP.

### Why do we use CIP?

The USA PATRIOT Act requires financial institutions, including HealthEquity, verify the identity of all individuals conducting transactions.



**HealthEquity**

15 West Scenic Pointe Drive  
Draper, UT 84020 | [www.HealthEquity.com](http://www.HealthEquity.com)

<sup>1</sup> The HealthEquity® Visa® Health Account Card is issued by The Bancorp Bank; member FDIC pursuant to a license from Visa U.S.A. Inc. Your card can be used everywhere Visa debit cards are accepted for qualified expenses. This card cannot be used at ATMs and you cannot get cash back, and cannot be used at gas stations, restaurants, or other establishments not health related. See Cardholder Agreement for complete usage restrictions.