

Common Questions Regarding FSA Direct Deposit

1. What is FSA Direct Deposit?

FSA claims reimbursement deposited directly into participant's bank account.

2. What is the charge for FSA Direct Deposit?

There is no extra charge for FSA Claims reimbursement via Direct Deposit. Paychex recommends checking with your bank as there may be a service charge by your bank.

3. Will my employees receive their claims reimbursements faster via FSA Direct Deposit?

FSA Claims reimbursement via Direct Deposit does not reduce the time it takes to reimburse participants claims. The timeframe required to ensure the bank transaction is complete is 5 days. See enclosed timeline.

4. How will the employer be notified how much money is being withdrawn from their FSA bank account for FSA Direct Deposit Claims Reimbursement?

The plan administrator is notified via e-mail prior to funds being withdrawn. If the plan administrator does not have an e-mail address the plan administrator will need to complete the FSA Direct Deposit Notification Waiver Form. The waiver form can be obtained by calling the Paychex, HRS Client Service Center at 800-472-0072. By completing the waiver form the client acknowledges and understands that the company will not receive advance notification regarding the necessary debits from the Client's bank account to process FSA direct deposit claim reimbursements to employees participating in the plan.

5. What paperwork is required to have FSA Direct Deposit?

The employer must complete the Addendum to Paychex Human Resource Services Agreement. Current and future FSA participants who want FSA Direct Deposit must complete the Employee Direct Deposit Initiation Form.

6. How do I get started on the FSA Direct Deposit service?

Plan administrators should mail or fax the FSA Direct Deposit paperwork to:

FAX 585-654-3159 or 585-654-3160

Mail Paychex, Inc.

Attn: Administrative Support

1175 John Street, West Henrietta, NY 14586

7. Can I offer paper check and Direct Deposit reimbursements?

The plan administrator can provide both features of reimbursement to FSA participants.

8. Do all FSA participants have to utilize the FSA Direct Deposit feature?

You may have as few as one participant or as many as all participants utilize the FSA Direct Deposit feature.

Note: Participants that do not elect to receive reimbursements via FSA Direct deposit will receive a paper check.

9. How does a participant change their bank account for FSA Direct Deposit?

- **Participants that have direct deposit for payroll:** Changing the individual's direct deposit payroll account will automatically update the FSA direct deposit system with the same changes.
- If the participant does not want this automatic change (wishes to have different direct deposit accounts for payroll and FSA), he/she must complete the FSA Direct Deposit Bank Account Initiation Form.
- **Exception:** Major Market Services Payroll Clients must always fill out the FSA Direct Deposit Bank Account Initiation Form for all account changes.

***Participants that do not have direct deposit for payroll:** All changes must be initiated with the FSA Direct Deposit Bank Account Initiation Form.

10. What does an employee do if they want to cancel the FSA Direct Deposit feature?

The participant must call the Paychex, HRS Client Service Center at 800-472-0072 to be removed from the FSA Direct Deposit feature.

11. If an employee is signed up for Paychex payroll direct deposit do they also need to sign up for FSA Direct Deposit?

The employee must complete the FSA Employee Direct Deposit Bank Account Initiation Form to enroll in FSA Direct Deposit even though they have Paychex payroll direct deposit.