

# Questions about our Customer Identification Program (CIP)?

## Verify your identity with ease

Under the USA Patriot Act, HSA Bank is required to verify the identity of all our customers. Our CIP process requires us to collect information like first and last name, residential address, date of birth, social security number and phone number.

### About the CIP Process

- 1** CIP will be performed at time of enrollment.
- 2** If we're unable to verify your identity, we'll need additional documents from you. If so, you'll be notified by mail and receive a letter instructing you how to provide the correct documents.
- 3** Your account will remain open during the verification process.
- 4** Your account will be closed if you're unable to supply the requested forms of identification within 90 days of the account setup. If there are any funds in your account at time of closing, they will be returned to you and reported to the IRS as an Excess Contribution Removal.

If you want to reactivate your account, you may be required to submit a new application and provide identification at that time.

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## Want to know more?

We want your enrollment process to be as easy as possible. If you have any questions, our Client Assistance Center has representatives available 24/7 at 800-357-6246.

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Visit [hsabank.com](https://hsabank.com) or call the number on the back of your debit card for more information.

