

# Customer Identification Process (CIP)

Frequently asked questions

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## What is CIP?

Once an employee applies for an HSA and before their account is opened, Forma needs to confirm their full name, residential mailing address, birth date and social security number as required by the USA Patriot Act. This process is called the Customer Identification Program or CIP.

This information is collected during the enrollment process and CIP is completed automatically for the employee. If the employee passes CIP, there is nothing additional they need to do. Their HSA will show up in their Forma portal when they log in.

## What happens if an employee fails CIP?

If an employee fails CIP, we send them an email or letter (if we don't have their email address on file) asking them to 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, 60 days, and 75 days.

Forma will help monitor any employees who have failed CIP and help with the account opening.

## What happens to HSA contributions if the employee does not pass CIP?

Since the HSA account is not opened as they have failed CIP, their contributions are not posted to their HSA and are instead, placed in a pending status. Forma does not pull the funding for these contributions if the employee has not passed CIP.

## What happens if the issue is not resolved?

If the CIP verification is not completed within 90 days, the employee will receive a CIP expiration letter saying that "Your HSA application is now closed, and an account cannot be opened for you at this time."

### Have questions?

Check out our [FAQ page](#) where you can find more information and details about your benefits, account, and eligibility. Or email [support@joinforma.com](mailto:support@joinforma.com) for other questions.

