

## Want To Get Paid Back Automatically?

Sign up for Direct Deposit and after you submit a claim, Surency will automatically deposit dollars back into your bank account. There are two ways to set up Direct Deposit:

### 1. MEMBER ACCOUNT AT SURENCY.COM OR VIA THE SURENCY FLEX MOBILE APP\*

**Easy, quick option for faster enrollment and repayment!**

Log in to your Member Account at Surency.com or use the Surency Flex mobile app to input your bank account information. Adding your bank account information through either your Member Account or mobile app is quick and simple, your account will be automatically verified through a secure process.

*\*Recommended best practice*

**OR**

### 2. PAPER DIRECT DEPOSIT FORM

Complete this form and return to Surency by either email, fax or mail. *Please note, if you submit your bank account information via this paper form, further action is required in order to successfully activate direct deposit with Surency Flex. After your completed form has been received by Surency Flex, you will be required to manually verify your bank account through your Surency Flex Member Account or the Surency Flex mobile app. More information on this verification is provided below.*

**↳ If you choose option 2, you will be required to complete the following steps:**

#### **Bank Account Verification Process After Submitting a Paper Direct Deposit Form**

In order to finish setting up direct deposit, once Surency receives your form, you will need to confirm your bank account by completing the following instructions within 14 calendar days.

#### **Instructions:**

1. Once Surency receives your form, within 2-3 business days, a small deposit of under \$1 will be deposited to, and then debited back out of, the bank account you provide when signing up for direct deposit.
2. To verify your bank account, you will need to confirm the amount of the deposit.
3. To do this you must either log in to your Surency Flex Member Account at Surency.com or the Surency Flex mobile app – or – call Surency Flex Customer Service at 866-818-8805.
4. If you are verifying your deposit amount through your Member Account or mobile app, once you're logged in you will see a notification on the home screen that states "One or more bank accounts require activation". Click on that alert and you will be taken to a screen where you will enter your deposit amount. **(Please note you will only have two attempts to enter the correct amount.)**
5. After successfully submitting/verifying your deposit amount, your bank account is confirmed and you have completed your direct deposit set up.

#### **What happens if I don't confirm my bank account within the allotted 14 days, or I failed my two attempts at submitting the deposit amount?**

**Please contact the Surency Flex Customer Service team at 866-818-8805.** Surency will need to unlock your account so you can re-submit your bank account information. Once your account is unlocked, you can re-submit your bank account information in one of two ways:

1. Log in to your Member Account at Surency.com or use the Surency Flex mobile app to input your bank account information. Adding your bank account information through either your Member Account or mobile app is quick and simple, your account will be automatically verified through a secure process.
2. Visit Surency.com/Forms to download and submit a Direct Deposit form to Surency. After your completed form has been received by Surency Flex, you will be required to manually verify your bank account through the same process described above.

#### **Why Do I Need to Confirm my Bank Account?**

Surency Flex is complying with the *WEB Debit Account Validation Rule*. In summary, this federal regulation dictates that we must use an approved account verification process to prevent fraud.

#### **Have Questions?**

Please contact the Surency Flex Customer Service Team at 866-818-8805 with any questions you may have in completing your bank account verification process.

## Employer Information

\_\_\_\_\_  
Employer

## Employee Information

\_\_\_\_\_  
Employee Name (Last Name, First Name, MI) (Please Print)

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Email Address *(required)*

## Bank Information

\_\_\_\_\_  
Bank Name

Checking  Savings  
*(Attach a voided check for a checking account)*

\_\_\_\_\_  
Bank Routing Number

Adding Direct Deposit

Changing the Account

\_\_\_\_\_  
Bank Account Number

## Authorization

By signing this form, I certify that I am the Employee or an individual authorized to execute this transaction. I represent that the information I provided on this form is accurate and I kept a copy of this authorization form. I agree to comply with the terms contained in this form. Except as otherwise provided by law, I am responsible for my bank accounts and will not hold Surency liable for any adverse consequences that may result from my handling of my bank accounts or direct deposit authorizations or both. I understand that Surency requires my email address for convenient online access to my Member Account and that if I do not provide an email address, my direct deposit authorization may be delayed. I understand that submitting this completed form will revoke any prior direct deposit authorizations associated with my Member Account.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Return completed form back to Surency at email: [flex@surency.com](mailto:flex@surency.com) - fax: 316-272-4841  
or mail: P.O. Box 789773, Wichita, KS 67278-9773**

**866-818-8805 • [Surency.com](http://Surency.com)**