

DEBIT CARD SUBSTANTIATION



WHY DO WE ASK FOR RECEIPTS?

When it comes to pre-tax benefits such as FSAs and HSAs, the IRS makes the rules. The IRS is permitting you to use the tax-free funds in an FSA or HSA, and in exchange, they require evidence that funds were used for eligible expenses. If we aren't able to automatically verify the transaction, we may ask for receipts to substantiate your eligible charge.



HOW DO I SUBMIT A RECEIPT?

If you use your 24HourFlex Debit Card to pay for an FSA product or service, you may be asked to submit an itemized receipt to substantiate the expense -- that is, prove it to be eligible.

We get it. Paperwork isn't pretty. That's why we have a variety of methods for receipt submission.

24HourFlex will contact you by email, text notification, or letter when a card transaction requires verification, with directions to your online account for detailed information. The required receipts can be submitted securely and be matched properly to your account by uploading them online or by downloading the mobile app.

WHAT QUALIFIES AS A RECEIPT?

If you are asked to submit a receipt, the documentation you upload **MUST** include the following 4 pieces of information:



- Date of service
- Service performed
- Vendor providing service
- Amount

Good examples of accepted receipts are "Itemized Statements" from your provider and "Explanation of Benefits" documents from your insurance company.



TIMELINE

It's important to submit your receipts as quickly as possible. Here's what to expect from us after a receipt is requested:

