

FSA Debit Cards: Deactivated Cards & Substantiation Requirements

If your FSA debit card was declined at the point-of-sale, it has likely been suspended due to an unsubstantiated card swipe that is 40 or more days old. You may be asked to provide GDI with a receipt to validate the card swipe was for an eligible expense, or you may need to offset the card swipe with another expense. If you do nothing, your debit card remains deactivated. You must act on this to reactivate your card! We recommend that you:

- Log in to the Participant Portal at www.gdynamic.com and read your notifications, then provide the correct substantiation to verify your eligible expense;
- Call GDI’s Reimbursement Services Team at 800-626-3539 and ask for help regarding a deactivated debit card.

Please read below for a more detailed explanation of IRS rules about debit cards, substantiation and deactivation.

IRS Rules Govern Substantiation and Deactivation Requirements

The IRS has specific guidelines that require all FSA transactions, including debit card swipes, to be substantiated, meaning the purchase must be verified as an FSA-eligible expense. If a debit card purchase is not properly substantiated, IRS rules require deactivation of the card. GDI is diligent in the substantiation process to avoid adverse tax consequences to participants.

How Are Debit Card Purchases Substantiated?

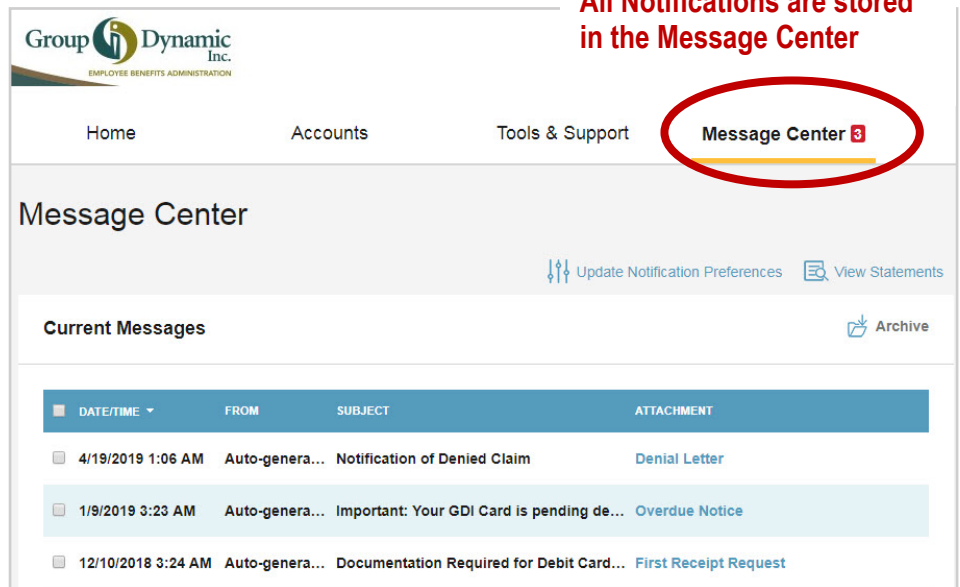
Auto-substantiation occurs when your purchase can be verified as eligible at the point-of-sale. For example, a prescription at a pharmacy or a purchase on FSASore.com. This accounts for 85% of all debit card purchases.

Manual Substantiation occurs when your card swipe does not auto-substantiate. For example, using your card to pay a medical, dental or vision care bill you receive in the mail.

The Importance of Itemized Receipts

Whether you use your card or pay with cash, always keep all receipts for medical, dental or vision expenses with the expectation that you may be asked for a copy of that receipt to substantiate a purchase. An itemized receipt or statement includes the following: Purchaser Name, Provider Name, Service Date, Amount, Description of the Service. Credit card statements, cash register receipts, cleared checks are not sufficient substantiation.

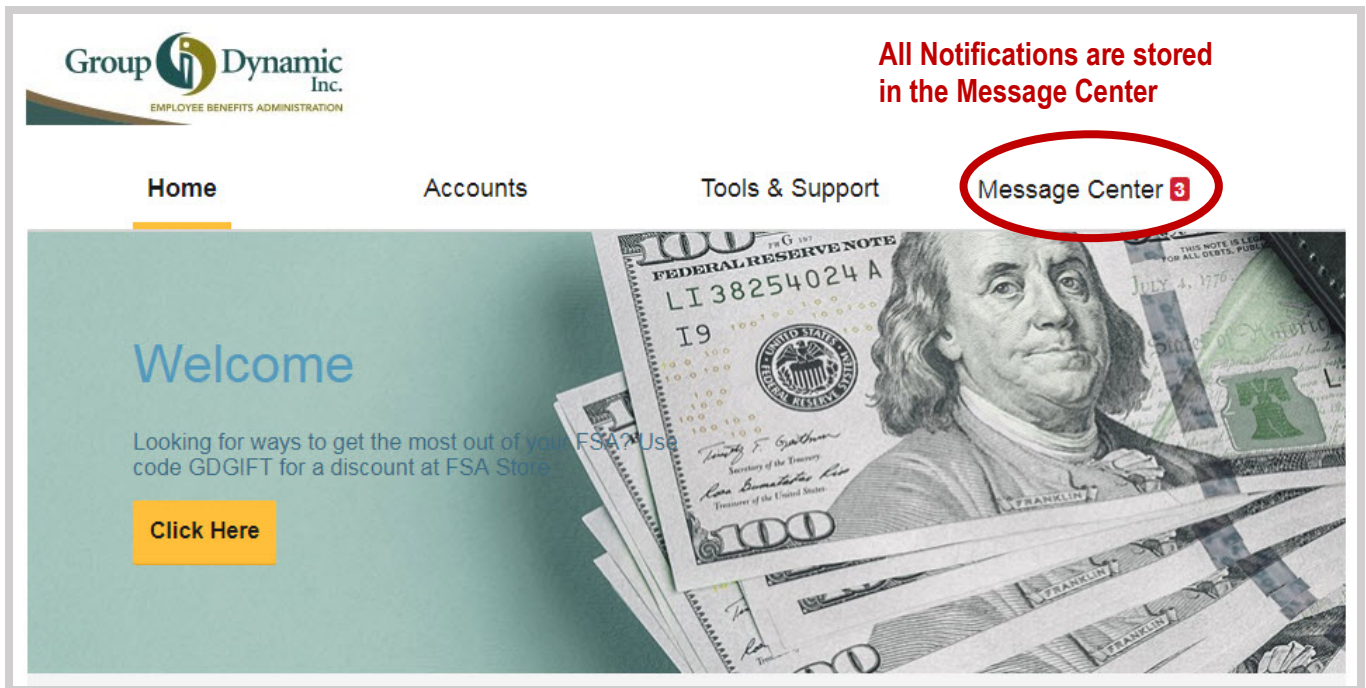
All Notifications are stored in the Message Center



DATE/TIME	FROM	SUBJECT	ATTACHMENT
4/19/2019 1:06 AM	Auto-genera...	Notification of Denied Claim	Denial Letter
1/9/2019 3:23 AM	Auto-genera...	Important: Your GDI Card is pending de...	Overdue Notice
12/10/2018 3:24 AM	Auto-genera...	Documentation Required for Debit Card...	First Receipt Request

How Do I Know if GDI Needs Receipts?

GDI notifies you within 10 days of an unsubstantiated card swipe with a Debit Card Receipt Request notification. It will either be: 1. Mailed to the home address we have on file for you; or 2. Sent to your email address we have on file for you; or 3. Text notification is sent to the cell phone number you provided if you set up text preferences. Notifications are always posted on your Participant Portal Home Page and can be accessed any time.



The Debit Card Receipt Request gives you 30 days to provide a copy of the receipt to substantiate the card swipe and contains detailed instructions to do so. If you do not respond by the 30 days, the next notice is a Pending

Deactivation Notice which reminds you that in 10 days your card will be deactivated. If you do not reply at the end of 40 days, your card will be deactivated in accordance with IRS rules.

Tips to Avoid Debit Card Deactivation

- Pay attention to your debit card purchases and always keep your receipts
- Share this information with family members who may have their own card or use your card
- Check your mail or email for notifications, check in Junk or Clutter email folders
- Go onto the Participant Portal frequently to check your account, transaction history and notifications
- Download the GDI Mobile App and do all of this from your phone or tablet
- Use an alternate form of payment if you suspect an expense will require manual substantiation, then submit for a reimbursement rather than wait for a Receipt Request Notification.