



HSA CIP Process – Additional Information Required

If additional information is required to establish your HSA account, you will receive the letter/email below from Avidia Bank.

Please continue reading below the letter to learn how to submit your documentation online through the Participant Portal at <https://betterbusinessplanning.wealthcareportal.com>



December 01, 2019

Thank you for your interest in establishing a Health Savings Account (HSA).

In accordance with the USA PATRIOT Act, Federal law requires all financial institutions to obtain, verify, and record information that identifies each individual or entity opening an account. During our account opening process, we were unable to verify the identifying information you provided in your HSA application.

In order to complete the HSA account opening process, please provide the documentation listed below along with a copy of this notification request.

Please provide a copy of one of the following:

- Social Security/ITIN Card, or
- Social Security Benefits Award Letter if it reflects full SSN, or
- recent W-2 form if it reflects full SSN (within last 2 tax years), or
- recent Paystub if it reflects full SSN (issued within 60 days)

And also provide a copy of one of the recent (generated within the last 60 days) documents below:

- Utility Bill (home/mobile phone, internet, cable, water/sewer, electric, gas or oil), or
- Paystub/Voucher, or
- Bank Account/Credit Card Statement, or
- Insurance (Car/Health/Renters/Home)/Investment/Mortgage Statement, or
- current annual Lease/Rental agreement (within last 12 months)

Important Note: A P.O. Box can only be referenced as a shipping address. There must always be a Residential address referenced in the HSA demographics. Verification documents are required for the Residential address.

And also provide a current (unexpired) copy of one of the following:

- State Issued Driver's License, or
- State Issued ID Card, or

- Passport (US or Foreign), or
- Permanent Resident Card ("Green Card"), or
- Employment Authorization Card

Where to Send Your Documentation

Please send a copy of this notification request and the documentation required to validate your identity using one of the submission methods below:

- Upload your documents to your Administrator's online HSA account website ("Participant Portal")
<https://betterbusinessplanning.wealthcareportal.com>
- Fax your documents to: 1-844-560-6760
- Mail your documents to:
Avidia Bank
P.O. Box 161390
Altamonte Springs, FL 32716

Once your documentation has been received and validated, your HSA will be opened, and you will receive a Welcome Communication.

The Customer Identification Program requires us to close your HSA application if we are unable to verify an account owner's identity.

If you have any questions, please contact your administrator.

Sincerely,

Your Avidia Bank HSA Team

To upload the additional documentation, login to your account at <https://betterbusinessplanning.wealthcareportal.com>

On the main screen under “Your Accounts” you will see a hyperlink to “Submit Documentation”
Click on the link and attach the file (please note: the file must be less than 10MB)

BENEFITS ADMINISTRATION
Better Admin. Better Business. Better Plans. All. One. System.

(630) 773-2337
support@bbpadmin.com

My Info ▾ FSA ▾ DCAP ▾ HSA ▾ Resources ▾

Shopping cart, Chat, Card, Phone, Settings icons

Daisy Bell
Last login: 2:00pm on Dec 4, 2019
log out

Personal Dashboard

Get Reimbursed Faster

Add your bank account for direct deposit reimbursement + ADD

Recent Transactions

SEE ALL

Your Accounts

Plan years to show: Previous Current Future

Health Savings Account - ABH

\$0.00

● Available \$0.00 ● Investment \$0.00

Go Green! Opt for electronic delivery today and avoid additional fees for paper statements and tax forms
[Tax Forms](#) [Statements](#)

Complete your HSA application – submit the requested documentation now. [Submit Documentation](#)

Getting Reimbursed Just Got A Whole Lot Easier

Tired of filling out time-consuming forms and getting challenged for your medical claims? Connect your health insurance plans to get submission forms **pre-filled** and **automatically substantiate claims**.

[CONNECT YOUR PLANS](#) [OR LEARN MORE >](#)

HSA Documentation Submission

Complete your HSA application now. You previously received a letter/email requesting additional documentation. You may electronically submit that documentation below.

File must be less than 10MB in size.

Upload Documents [BROWSE](#)

DRAG & DROP
your documents here

[CANCEL](#) [SUBMIT](#)

If no additional documentation is submitted, you will receive a notice that the Health Savings Account Application process is closed.



February 14, 2020

Thank you for your interest in establishing a Health Savings Account (HSA).

In accordance with the USA PATRIOT Act, Federal law requires all financial institutions to obtain, verify, and record information that identifies each individual or entity opening an account. During our account opening process, we were unable to verify the identifying information you provided in your HSA application.

Unfortunately, we never received the documentation listed below that was required to verify your identity and complete the HSA account opening process. The Customer Identification Program requires us to close your HSA application if we are unable to verify an account owner's identity.

Please provide a copy of one of the following:

- Social Security/ITIN Card, or
- Social Security Benefits Award Letter if it reflects full SSN, or
- recent W-2 form if it reflects full SSN (within last 2 tax years), or
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- Passport (US or Foreign), or
- Permanent Resident Card ("Green Card"), or
- Employment Authorization Card

Your HSA application is now closed, and an account cannot be opened for you at this time.

If you have any questions, please contact your administrator.

Sincerely,

Your Avidia Bank HSA Team