

ACH Withdrawal Questions and Answers

Q. How do I set up an ACH withdrawal for my portion of the monthly premium?

A. Complete the *ACH Withdrawal Authorization Form*. To withdraw from a checking account, attach a voided check to the form. To withdraw from a savings account, provide the requested information (it is recommended that you obtain a letter from your bank identifying the account and transit/routing number for your bank). **Mail to:** ACH Withdrawal, Crosby Benefit Systems Inc., PO Box 843020, Boston, MA 02284-3020.

Q. Can I fax the authorization form to Crosby?

A. Yes, you may fax the form and copy of your voided check to Crosby at 617-928-0001.

Q. What happens if I do not complete the authorization form correctly or do not include the proper documentation?

A. We will contact you if your form is not completed correctly or if additional documentation is required. You will continue to pay your premium with a “live” check until the ACH has been set up.

Q. Can I make my initial payment by ACH?

A. You must make your initial payment by check or money order. Subsequent payments will be withdrawn on the 5th business day of each month for that month’s premium.

Q. How do I know when my ACH payment will begin?

A. In order for the ACH process to take effect, your premiums must be paid through the month prior to the start date of the ACH request. If your ACH form is received at Crosby on or before the 25th of the month and your premiums are paid through the current month, your ACH will take effect for the next month’s premium. For example, if your ACH form is received on January 10th, your premium must be paid through January in order for the ACH transaction to be initiated for February premiums.

Q. When will the premium be withdrawn from my account?

A. The payment of your premium will be withdrawn on the 5th of the month for which the payment is due. If the 5th of the month falls on a weekend or holiday, funds will be withdrawn the next business day. For example, if February 5th is a Sunday, funds will be withdrawn on Monday, February 6th. If you are mailing your ACH form after the 1st of the month, please include a check for the current month’s premium.

Q. How do I stop ACH transfers? What if I close or change my account?

A. To stop transfers, notify Crosby in writing at least two weeks prior to the 5th of the month in which you wish to stop the ACH withdrawal. Please provide the date on which this request is to be effective. Crosby will remove you from the ACH transfer system and you must begin paying premiums by mailing a check. If you would like to request premium payment coupons, contact us 800-462-2235.

