

Direct Deposit

Frequently Asked Questions (FAQ)

Q. How do I set up Direct Deposit for my Reimbursement Account(s)?

A. You may set up Direct Deposit by logging into your MyCrosbyBenefits.com Reimbursement Account. From your Account Profile tab, click Edit within the Direct Deposit Information section and when prompted, complete the online form. Submit the information once complete.

Or, you may complete the Direct Deposit Authorization form and mail it to: Direct Deposit, Crosby Benefit Systems, 27 Christina Street, Newton, MA 02461 or fax it to 617-928-0001.

Q. If I currently participate in a Reimbursement Plan with Crosby and my reimbursements are direct deposited, do I need to sign a new authorization form annually?

A. No, you do not need to sign up each plan year. However, if you wish to make a change to this arrangement you must complete and submit a new Direct Deposit Authorization Form.

Q. Can I have my reimbursement deposited into multiple accounts?

A. No.

Q. Can I have my medical reimbursement deposited into one account and the dependent care reimbursement deposited into a different account?

A. No, Crosby must deposit all FSA reimbursement funds into the one account you specify.

Q. What happens if I do not complete the authorization form correctly?

A. You will continue to receive “live” checks until direct deposit has been set up.

Q. When will my money be available at the bank?

A. Your money will be available in about the same time it would take to receive your check in the mail.

Q. How will I know my reimbursement has been direct deposited into my bank account?

A. You can check the status of your reimbursements and your account balances online at www.mycrosbybenefits.com.

Q. How do I stop direct deposit? What if I close or change my account for Direct Deposit?

A. You must notify Crosby IN WRITING, at least two weeks prior to the effective date, that you wish to stop the direct deposit and the date on which this request is to be effective. Crosby will then remove you from the direct deposit system and issue you a “live” check.

