

**General Instructions: Frequently Asked Questions****Q. I want to enroll in direct deposit for the first time. What do I do?**

1. Check the "New" box to enroll in direct deposit for the first time.
2. Select the block designated as "BALANCE ACCOUNT" for your main direct deposit account and indicate whether your "entire check" or the "Balance" is to be direct deposited into that account.

**Note:** If you choose "Balance", additional accounts need to be indicated. For each additional account, indicate a dollar amount per paycheck to be direct deposited.

**Q. How many accounts can I assign direct deposit?**

You can have up to four accounts for direct deposit.

**Q. May I use direct deposit and receive part of my pay in a check?**

Your entire paycheck must be direct deposited into the account(s) specified. You may **NOT** have a portion of your check direct deposited and still receive the balance in a physical, negotiable paycheck.

**Q. If I have more than one account selected, do I have to select Balance as one of my direct deposit selections?**

If more than one account is listed, one account **must** be assigned as Balance and the other accounts must have specific dollar amounts indicated. The Balance account will receive the balance of your paycheck after the specific dollar amount(s) have been deposited into your other account(s).

**Q. Should I verify my account and routing numbers with my financial institution?**

You **must** verify account and routing numbers with your financial institution because not all checks and/or deposit slips contain this information. Insperity is not responsible for errors or processing delays caused by incorrect or missing information.

**Q. I am currently receiving direct deposit but I want to add another account. What do I do?**

Check "Add" to add a financial institution and/or account for direct deposit. Complete an "Additional Account" block for each account to be added. You must provide the financial institution name and financial institution phone number for verification of information for each account added.

**Note:** If you currently have four direct deposit accounts established, you must cancel an existing account before adding a new one.

**Q. I want to cancel a direct deposit account. What do I do?**

Complete and submit the Direct Deposit with ePayStub Cancellation Request to your Insperity payroll specialist.

If you are canceling some or all of your direct deposit accounts, mark cancel on the Direct Deposit with ePayStub Cancellation Request and provide the account numbers to be cancelled.

If you cancel all accounts, you will begin receiving your Insperity paycheck as a physical, negotiable check rather than a non-negotiable paystub.

**Q. I only have one direct deposit account and I want to change that account. What do I do?**

- Complete the BALANCE ACCOUNT block and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account. You may receive a paper check for your next payroll, pending pre-note. The previous account will be cancelled.

**Q. I want to cancel a direct deposit "balance" account and set up a new direct deposit "balance" account, but I do not want to receive a physical, negotiable paycheck in the interim. What do I do?**

Follow the steps in this order to prevent a physical, negotiable paycheck.

**1. To begin a new financial institution account direct deposit:**

- Complete and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account, as an ADDITIONAL with a small amount for deposit, \$10.00 minimum.
- Do not make changes the existing balance account yet.

**2. After the new financial institution account starts to receive funds from Insperity:**

- Complete the BALANCE ACCOUNT section and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account.
- Complete and submit the Direct Deposit with ePayStub Cancellation Request to stop direct deposit to your old financial institution account.
- You may close your cancelled financial institution account.

**Q. I want to cancel an additional direct deposit account and set up an additional new direct deposit account, what do I do?**

Follow the steps in order:

- Complete and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account for the desired amount, \$10.00 minimum.
- Complete and submit the Direct Deposit with ePayStub Cancellation Request to stop direct deposit to your old financial institution account.
- You may close your cancelled financial institution account.

**Q. What is an ePayStub?**

ePayStub is an online version of a paper paystub. On payday, employees who have elected the ePayStub option may receive an email reminder that their paystub is available online. A paper paystub will not be sent to employees who receive ePayStub. Employees may access their ePayStub online via the Employee Service Center<sup>SM</sup>, a secured web site.

**Note:** The ePayStub option is available only to employees who have elected to be paid by direct deposit. If an employee is paid by a physical, negotiable check for any reason, the employee will receive a paper paystub.

*If you are unsure of any financial information, contact your financial institution to verify before sending your Direct Deposit with ePayStub Enrollment/Change Request to Insperity. If any account information provided is incorrect, it will significantly delay the set up of your direct deposit account(s).*

*If you have additional questions, contact Insperity at 866-715-3552 and select option 2 or by email at [websupportcenter@insperity.com](mailto:websupportcenter@insperity.com).*





DIRECT DEPOSIT OF PAYROLL WITH ePAYSTUB ENROLLMENT/CHANGE REQUEST

Office Use Only
Prenoted:

Completion Instructions

- To enroll in direct deposit or make changes to your current direct deposit account(s), complete the employee information and all information for each direct deposit account (up to four accounts).
Send the completed and signed form to your Insperty payroll specialist.
For new enrollments and changes, a voided check (for checking accounts) or deposit slip (for savings accounts) must be attached to this form for verification of routing and transit numbers.
By completing this form you are electing to receive an ePayStub unless you check the "I do not elect to receive ePayStub" box below.
CONTACT YOUR FINANCIAL INSTITUTION TO VERIFY ROUTING AND ACCOUNT NUMBERS.
INSPERTY WILL NOT BE RESPONSIBLE FOR ANY ERRONEOUS INFORMATION PROVIDED.

EMPLOYEE INFORMATION. - Complete all fields.

Employee Name Social Security Number
Client Company Name Client Number
Email Address (Check one for email location for ePayStub reminder.) Home Business Phone Home Phone
Work

BALANCE ACCOUNT: NEW ADD CHANGE

Financial Institution Name Area Code & Telephone No.
Routing/Transit No. Type Of Account (Must Check One)
Checking Money Market Checking
Savings Money Market Savings
Account Number Amount Per Paycheck
Entire Check Balance

ADDITIONAL ACCOUNT: NEW ADD CHANGE

Financial Institution Name Area Code & Telephone No.
Routing/Transit No. Type Of Account (Must Check One)
Checking Money Market Checking
Savings Money Market Savings
529 College Plan HSA Checking HSA Savings
Account Number Amount Per Paycheck \$

ADDITIONAL ACCOUNT: NEW ADD CHANGE

Financial Institution Name Area Code & Telephone No.
Routing/Transit No. Type Of Account (Must Check One)
Checking Money Market Checking
Savings Money Market Savings
529 College Plan HSA Checking HSA Savings
Account Number Amount Per Paycheck \$

ADDITIONAL ACCOUNT: NEW ADD CHANGE

Financial Institution Name Area Code & Telephone No.
Routing/Transit No. Type Of Account (Must Check One)
Checking Money Market Checking
Savings Money Market Savings
529 College Plan HSA Checking HSA Savings
Account Number Amount Per Paycheck \$

I hereby elect to receive my paystub electronically. I understand that I can view and print my paystub at any time via the Employee Service Center, a secured web site. I understand that on my payday I may be sent an email containing a reminder and a secured link to my paystub. I have regular access at work to a nearby computer terminal and printer, provided free of charge, at which I can view and print my paystub, including during working hours. I would like my paystub reminder sent to the email address listed above or another email address that I provide later to Insperty. I understand that I can obtain a written copy of my paystub information at any time by making a request to Insperty. I understand I can revoke this election at any time by forwarding a cancellation form to my Insperty payroll specialist specifying my request. I understand that I can change my email address at any time by completing an Employee Change of Status.

I do not elect to receive an ePayStub.

I hereby authorize my employer to initiate deposits (credits) of my net pay and/or corrections to the previous credits to my checking or savings account at the financial institution(s) named on this form. I understand and acknowledge that my election to use this account is completely optional on my part. I understand that I am solely responsible for the accuracy of the information I have submitted on this form. It is my responsibility to notify Insperty of any changes or corrections to my financial institution account information. I understand it will take approximately four weeks to process my enrollment, change or cancellation request from the date received by my Insperty payroll specialist. If I submit a change in financial institution information, I may receive one or more physical, negotiable paychecks until the new financial institution information is processed. In the event of a network electronic failure, I may receive a physical, negotiable paycheck. If I become subject to any attachment, garnishment or levy, my participation in direct deposit may be terminated, and I may receive a physical, negotiable paycheck for my pay. In the event my employment is terminated, the final pay may be a physical, negotiable paycheck. I agree to hold harmless the above named financial institution(s) for any erroneous deposits or adjustments not caused by the financial institution. I agree to hold harmless Insperty for any erroneous deposits or adjustments. I understand that Insperty reserves the right to reverse direct deposit of funds paid in error. I understand that it is my responsibility to verify funds deposited into such account(s) before performing transactions on those funds. Neither Insperty Companies nor

are responsible for insufficient funds charges posted to such account(s) due to errors in electronic funds transfer. (Client Company)

SIGN AND DATE THE FORM Employee Signature Date (mm/dd/yyyy)

