



Driven125 Debit Card Q&A



Q: What if my card is lost or stolen?

A: Contact the Driven125 Support Team at (866) 581-0472



Q: When do I receive my card?

A: As a new participant you will receive your card in the mail 7-14 days after enrollment



Q: What is the Driven125 Debit Card?

A: As a FSA/HSA participant you will receive two Driven125 debit cards in the mail. These cards give you easy access to your FSA/HSA funds. It's a convenient way to pay for eligible healthcare expenses.



Q: What is an eligible expense?

A: Typical eligible expenses are out of pocket charges for doctors visit copay, emergency room charges, medical supplies, dentist cleaning and treatments, eye glasses, contact, over the counter medications, feminine products and many more. Go to driven125.com for a list of eligible expenses.



Q: How do I activate my Driven125 debit card?

A: Call (866) 581-0472 and select Option 4. You will enter your 16 digits debit card number, last 4 digits of your SSN for verification. You'll have the option of setting your personal debit card PIN.



Q: Where can I use my debit card?

A: Anywhere....however the best place to use your card is at a qualified merchant with IIAS certification such as Wal-mart, Walgreens, CVS and others. (sig-is.org).



Q: How do I upload my receipt?

A: Go to login.driven125.com or Driven125 mobile app and use the handy file cabinet to store your receipts. We will e-mail you if a debit charge appears that needs a receipt. You will simply attach the receipt to the request, within your portal at login.driven125.com or Driven125 mobile app



Q: What do I do if the doctor or merchant does not accept the debit card?

A: You'll need to use another form of payment and submit your receipt for reimbursement.



Additional Questions?

E-mail support@driven125.com