



# Summit Card Replenishment Frequently Asked Questions



**Q: How do card replenishments work with your card system?**

**A:** Our end-to-end card processor replenishes the employer's debit card account by drawing against a stored account at specified intervals.

**Q: We have a lot of card activity. How will you be able to keep up with the volume?**

**A:** Our card processing partner uses state-of-the-art analytics to help forecast your volume. Together we assess your current year's benefit amount in order to help establish a minimum balance threshold.

**Q: What does a minimum balance threshold do?**

**A:** A minimum balance threshold provides you with a couple of options.

Depending on your business needs, the threshold can be set to pull a large sum of money so that replenishments occur less frequently. Another option is to set a lower minimum balance threshold to make more frequent withdrawals in case you want to zero your account out each day.

**Q: How do I know how much will be debited out of the account?**

**A:** You will receive a reminder by email the day before a draft occurs.

**Q: What forms of payment can we submit for replenishments?**

**A:** You can submit checks, wire transfers, and ACH/EFT for card replenishments.

**Q: Can I submit more than one contact to receive notices of upcoming debits?**

**A:** Yes, in fact we encourage it. Group emails or multiple individuals is ideal for communication regarding replenishment pulls.

**Q: We closed our account. Will replenishments continue?**

**A:** Once the account is closed, replenishments will not continue. This prevents overdrafting and the related fees.

**Q: We switched bank accounts recently, but forgot to inform you. What happens next?**

**A:** Our card processor has a safeguard built in that shuts down banking transactions once they receive a return notice from a replenishment pull. This prevents overdrafting your account and the subsequent fees associated with overdrafts. We will update your new banking information in the system and submit the required paperwork to get replenishments started again.

**Q: Our company has been bought out and the information has changed. What do I need to do?**

**A:** Our card system is flexible and information can be changed as necessary. We will update your files to remove your account(s) from the card system. If needed, we will contact the new ownership about their account information.

# Summit Card Replenishment

## How does it work?

### Step 1 - Establish

- TPA establishes a settlement account with the card processor's financial institution.
- TPA fills out a "card settlement application" for the employer.
- TPA enters banking information into the administration system.

### Step 2 - Approval

- Banking financial institution verifies new employer.
- Card processor removes flag once banking institution approves employer.
- TPA notifies employer that cards can now be ordered.

### Step 3 - Use

- Participants of the employer start using the Summit Card.
- Summit Card transactions are downloaded into the Card Management System.
- Card processor sends a request for money to the employer's (or TPA's) bank to debit the account for funds spent.



Toll-free: 877-685-0655 | Fax: 855-445-1696  
PO Box 55068, Little Rock, AR 72215 | [beneliance.com](http://beneliance.com)