Set Up Direct Deposit for Reimbursement

Connecting your personal bank account to the Igoe Participant Portal for direct deposit is the fastest way to receive reimbursements. This guide will walk you through the process of setting up direct deposit, which involves a two-day verification of microtransactions. Follow the steps below to complete the setup within 48 business hours.

Step 1. Gather Your Bank Information

Begin by gathering the necessary details for direct deposit:

- Your bank's name
- Your bank account number
- The type of account (checking or savings)
- Your bank's routing number

> 🎉 **Helpful Tip**
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> If you need help finding the routing number, contact your bank or have a copy of a check handy for reference during the next step of the process.

Step 2. Enter Bank Information

Login to the Igoe Participant Portal using your username and password. Navigate to the "Profile" section, then click on "Edit" under "Reimbursement Method." Enter your bank account details carefully, ensuring all information is correct.
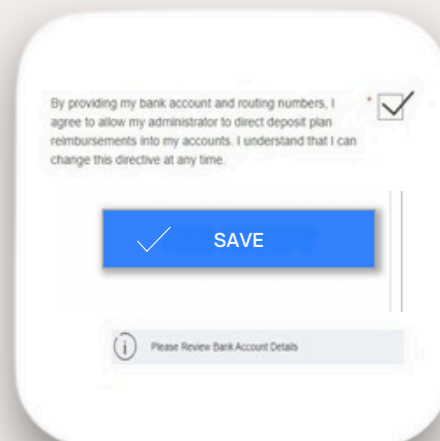
> 🎉 **Helpful Tip**
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> Double-check your bank account and routing numbers for accuracy. Errors will delay the verification process.

Step 3. Verify Microtransactions

Within one business day, check your bank account for two small credit deposits and one debit transaction from Igoe's financial institution partner, "MBI." Log back into the Igoe Participant Portal and enter the exact amounts of the credits to verify your bank account.

> 🎉 **Helpful Tip**
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> If you don't see the microtransactions after one business day, wait an additional day before contacting us at 800-633-8818 (option 1) for assistance.

✦ You are now connected !

Once the microtransaction verification is completed, your direct deposit setup is active. All future claims will be reimbursed directly to your connected bank account. If you encounter any issues during this process, please reach out to our support team.

Direct Deposit FAQ's

How do I get started?

You will first need to register your account with Igoe. If you have not yet registered, follow the instructions linked here to register either through Igoe Mobile or via web at www.goigoe.com.

What information do I need to have handy to set-up direct deposit?

You will need your bank name (the name of your financial institution), your account number, the type of account (checking or savings) and a 9-digit routing number. Be sure to use the ACH deposit routing number provided by your bank (this is often different than the routing number that appears on a deposit slip). You can locate the appropriate 9-digit routing number for direct deposit via your banking website or by contacting your financial institution directly.

What is the process to set-up for direct deposit?

Activating direct deposit is a 2-step process that occurs over 2 separate days. On day 1, you will provide Igoe with your bank account details. A series of 2 credits and 1 debit will be applied to the bank account you provide. These transactions are posted by Igoe's banking partner, MBI. Once these transactions have posted to your bank account, confirm them with Igoe by logging into your Igoe account to enter the transaction amounts.

What is bank account validation?

Bank account validation is a security test to verify that a specific personal bank account is indeed the account you intend to have connected to your Igoe experience. This test is completed by live transactions (2 credits and 1 offsetting debit) being made to the personal bank account you provide to Igoe. You complete the set-up process by providing Igoe with these transaction amounts, validating the account connection for future fund transfers.

Why do I have to validate my account?

Validation is used as a security measure to ensure that deposits are made to an account that you own.

I entered my personal account details, can I validate now or do I have to wait?

The validation process requires banking credits and a single debit to your personal bank account. This series of 2 credits and 1 debit typically appears in your bank account the business day after you provide Igoe with your bank account details. It may, however, take up to 2 business days for these transactions to appear in your personal bank account. In all cases, you must complete the entire process within 5 business days – This begins by providing your bank account details to Igoe and ends by completing the validation process (again through your Igoe account).

I logged into my bank account the day after providing my bank details to Igoe but I do not see any transactions.

It may take up to 2 business days for the validation credits and debit to appear in your personal bank account.

I logged into my bank account but I do not see transactions from Igoe.

Transactions will show as posted from Igoe's banking partner, MBI.

Do I really have to complete the process within 5 business days?

Yes. Once you provide your bank account details to Igoe, a validation process is launched. For your security, the window to validate your account is only open for a short time - 5 business days.

What if I miss the window to validate my account?

You may be required to restart the entire process, beginning with providing your bank account details to Igoe.

I provided Igoe with my banking details, why I am still receiving check reimbursements?

It's likely you did not complete the validation process by logging back into your Igoe account to enter the series of 2 credits and 1 debit that posted to your personal bank account. You will need to log into your Igoe account to complete the validation or to restart the process entirely.

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