Direct Debit Instructions for Retirees

INTRODUCTION

- USG policy requires that all retirees pay premiums by direct debit for USG Benefits (retiree dental, vision, life insurance, or pre-65 healthcare coverage), regardless of whether you now pay for your coverage by either direct debit or paper billing.

- If you have direct debit now, you will need to provide your banking information again. Banking regulations prohibit us from transferring direct debit information from the current benefits administration system to the new system.

- All retirees must provide direct debit information between June 26 and November 30, 2017 or risk loss of coverage.
STEPS

Step 1: Go to http://connect-benefits.usg.edu

Step 2: Under Manage My Benefits, select USG Retirees and COBRA participants.

Step 3: Click Are you a new user? link.
Step 4: Enter your **Personal Identification** to establish secure access, click **Continue**.

![Personal Identification Form](image)

Step 5: Enter your **Zip Code**, Click **Continue**

Step 6: Next you will be prompted to create your **user ID**, **password** (needs 3 of 4—uppercase, lowercase, number, symbol), **phone pin** (six digits only) and **five security questions**.

Step 7: Once you complete your security information, click **continue**.

Step 8: This brings you to the main page. It will ask you if you want a tour or skip the tour. To go to the next step, select skip tour.
Step 9: From the OneUSG Connect – Benefits home page, click the Pay for Benefits Automatically tile.

Step 10: Direct debit is automatically selected. From this screen, select Continue.
Step 11: Click **Add Financial Institution**.

Step 12: Make sure to have your banking information available and fill in account number and routing information.
Step 13: It will ask you to verify and save again. Once complete, you will see the following message.

Ongoing Payment Method
Completed Successfully
Your request to Choose Your Ongoing Payment Method is complete.

Ongoing Payment Method

Direct Debit

Direct Debit (Bank Address)
Bank of America
Account Type: Checking
Account Number: xxxxxxxxxx6747
Routing Number: 061000052

You’ll receive a confirmation notice before the first automatic withdrawal.

Note: If you’ve chosen an automatic payment method, your payment may not be processed this month. If it isn’t, your total amount due will carry over to the following month. For more details, see Paying For Your Benefits.

If your request has been received within 3 business days before the due date, your request may not take effect until the next billing period.

All notices related to Direct Billings and Payments will be sent to your preferred mailing address. You can verify or change your mailing preference in Mailing Addresses at any time.

To stop using direct debit as your payment method, you can Choose Your Ongoing Payment Method on this site.

By choosing direct debit, you agree to have your designated account credited for any overpayments after your benefit plan coverage ends. If you want to receive a paper check instead, go to Review Your Refund Method.

You may review your Billing Information or continue browsing this site.

This completes the steps for setting up your Direct Debit. Remember to Log Off (upper right corner) when you are done.
Helpful Tip:

Prior to logging off, it is a good idea to check to see that your most current phone numbers are active in the system. In the upper right corner, click on Your Profile, click on Personal Information.

When logging back into the system, you may be required to verify your identity, using one of the three methods listed below.