



Driven for COMDATA™

Frequently Asked Questions

CIP (Customer Identification Program)

Q: Why do I need to complete the CIP process?

A: Bank sponsors have long required sensitive personal information for programs involving financial transactions as part of the Office of Foreign Assets Control (OFAC)'s Know Your Customer regulations. Anyone conducting financial transactions with financial institutions must provide this private information in order to do business with them.

Q: Does my cardholder have to have a smartphone to Self-Service CIP?

A: Yes, Self-Service CIP is only available through the DRIVEN FOR COMDATA™ app.

Q: How long will it take to find out if Self-Service CIP passed?

A: Cardholders find out instantaneously in the DRIVEN FOR COMDATA™ app if they've been approved or have failed CIP. If a Cardholder is signing up as a business, their application may need to be reviewed by the compliance team. If so, they'll see a pending status in the DRIVEN FOR COMDATA™ app. Pending reviews may take a maximum of 7 business days to complete.

Q: What happens when the Self-Service CIP is successful?

A: Once the process is successful, the card will appear in the wallet in the DRIVEN FOR COMDATA™ app and the cardholder can start using the app with full available functionality.

Q: What causes a Self-Service CIP application to enter compliance review?

A: Businesses that are required to include multiple entities on their CIP application may need to be reviewed by the compliance team for a variety of reasons if there are issues validating one or more of the entities during the CIP process. The compliance team will notify the cardholder of the CIP results by email if the CIP was not passed within 7 business days of the submittal. Cardholders should double check all the information they've entered is correct before submitting the Self-Service CIP.

**Q: What happens if a cardholder fails Self-Service CIP?
How many times can they resubmit their CIP information?**

A: The cardholder will be notified if their application was rejected or needs further review by the compliance team. Both are shown instantaneously in the DRIVEN FOR COMDATA™ app.

If the cardholder was rejected: They will be able to edit the CIP information originally provided and resubmit it. The cardholder will be able to resubmit with up to 5 failed attempts allowed in a 24-hour period.

If the cardholder is under review: The application goes into a pending status and the compliance team will review for approval. The review process may take up to 7 business days. The cardholder will get an email from the compliance team with results when the review has been completed.

If compliance rejects the CIP information provided, the application enters a rejected status with feedback about the rejection. The cardholder can resubmit CIP information with up to 5 failed attempts allowed in a 24-hour period.

Q: If I get a new card, will I have to complete Self-Service CIP again?

A: The CIP record is tied to the cardholder's DRIVEN FOR COMDATA™ app account, not the card. If the cardholder receives a new card for any reason (i.e. replacement card or move jobs), there is no need to pass CIP. The new card can be added to the cardholder's existing DRIVEN FOR COMDATA™ account and the account's CIP record will be loaded onto the new card.

Note: *If a cardholder's DRIVEN FOR COMDATA™ account is deleted, the cardholder will need to reapply for CIP.*

Q: Am I still able to use the existing CIP process?

A: Yes, the existing CIP process is still available to all Administrators.

How to:

1. Driver provides required info to admin (*first name, last name, full address, SSN, date of birth, payroll or non-payroll, employee ID*)
2. Admin can provide information to Comdata via:
 - Log in to iConnectData and enter driver information
 - Send information via web services
 - Send information via real-time update
 - Send information to Comdata via PS14
 - Call into customer service for assistance
 - call the number on the back of your card