



CORONAVIRUS COMMUNICATION

FAQs: CARES Act Payments

In March, Congress passed—and President Trump signed into law—the CARES Act, a \$2 trillion economic relief package to provide assistance to American consumers and businesses struggling as a result of the coronavirus pandemic. A provision of the law includes sending one-time, tax-free government payments to eligible Americans. *Please note: This information may change at any time and you are encouraged to visit [IRS.gov](https://www.irs.gov) for the latest details.*

How large a payment will I receive?

The CARES Act outlines the parameters of who is eligible to receive a payment. The Internal Revenue Service is the agency responsible for determining eligibility. *Busey does not have access to eligibility information.* In general, according to the IRS website, single adults with an adjusted gross income of \$75,000 or less will get \$1,200. Married couples earning a combined adjusted gross income of \$150,000 or less will receive a total of \$2,400. Individual and married taxpayers earning over \$75,000 and \$150,000 respectively will get reduced payments with full phase-outs at \$99,000 and \$198,000. There are additional \$500 payments for eligible dependent children.

For complete eligibility information please visit the [IRS website](https://www.irs.gov).

When will I receive my payment?

The Department of the Treasury has announced it intends to begin sending the payments out as soon as possible. *Busey does not have any control over the payment timeline and will post your payment as it is received.* Payments received electronically are expected to be delivered more quickly. Check payments will follow weeks, or possibly months, after the direct deposits are sent.

You may check your Busey account balance online, through our mobile app or by calling our Anytime Line at 800.672.8739 and choosing option 1.

What do I need to do to accept my payment?

If you filed taxes in 2018 or 2019 and included your bank routing and account number for payments or refunds—and this information has not changed—the IRS has the information it needs to send your payment electronically. You can check online to make sure your information is correct at irs.gov/coronavirus.

In addition, for Social Security recipients, the IRS will use direct deposit by the Social Security Administration to facilitate payments. If the direct deposit information you have provided in the past is for a bank-issued prepaid debit card, you will receive your funds on that card account. Recipients will be mailed a check if the IRS does not have your information on file.

The IRS will be mailing a statement about the payment being processed approximately two weeks after the payment is made. This notice will include how the payment was made.





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Can I receive my payment electronically if my current information is not on file with the IRS?

The IRS has an [online portal, "Get My Payment,"](#) so you can check the status of your information and your payment. In addition, the IRS has launched a [new web tool](#) allowing quick registration for those who don't normally file a tax return. For the most up-to-date information, visit [IRS.gov/coronavirus](https://www.irs.gov/coronavirus).

What steps should I take if I believe I'm eligible but don't receive my payment?

The account information on record with the IRS must be correct in order for Busey to post these payments. If the information on file with the IRS is incorrect, the government specifically instructs limitations:

- Busey cannot reopen an account to post the payment.
- Busey cannot provide a check or present other forms of payment to customers whose account information is not correct. We can only accept the IRS deposit to valid accounts.
- Paper checks will be issued by the IRS if an electronic payment is returned. This process is controlled solely by the IRS, not Busey.
- If you do not have a valid account number, Busey cannot transfer the funds to another financial institution where you do have an account. You need to submit the updated account information to the IRS to receive your payment.

How do I find Busey's bank routing number and my account number?

Busey's routing number is 071102568.

To keep your personal information secure, there are a few ways you can look up your Busey account number:

1. From [Busey's eBank](#), click your account, then select Account Details. Any leading zeros can be removed.
2. Find your account number on your statements.
3. Look along the bottom of your checks. Your account number is the second set of numbers.

More information is available on [busey.com](https://www.busey.com) under Customer Care FAQs.

If I receive a paper check, how can I ensure I receive the funds as quickly as possible?

We recommend you deposit the check through remote deposit capture, offered through [Busey's eBank app's Mobile Deposit](#) feature. This allows you to take a picture of your check through your smartphone application and submit it for deposit via your phone. Follow the simple directions and you can make the deposit from the comfort and safety of your home the same day the check arrives in the mail. Learn more about Busey eBank by visiting [busey.com](https://www.busey.com).

Alternatively, you can make the deposit 24/7 at one of Busey's ATMs. Please remember lobby service is currently suspended at all Busey branches but our drive-ups are available. ATM locations and drive-up hours are available at [busey.com](https://www.busey.com).





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What can I do to prevent fraudsters from accessing my funds?

There will be a large amount of funds disbursed to qualifying individuals. Accordingly, there is a risk for fraud of various types. The IRS has [announced steps](#) individuals can take to protect themselves from financial harm. Additional information can also be found at busey.com/CARESact and our Money Matters blog.

Does someone who has died qualify for the Payment? *(IRS update: May 6, 2020)*

No. A Payment made to someone who died before receipt of the Payment should be returned to the IRS by following the [instructions about repayments](#). Return the entire Payment unless the Payment was made to joint filers and one spouse had not died before receipt of the Payment, in which case, you only need to return the portion of the Payment made on account of the decedent. This amount will be \$1,200 unless adjusted gross income exceeded \$150,000.

Busey is not responsible for controlling the return of these funds.

What should I do to return an Economic Impact Payment (EIP)? *(IRS update: May 6, 2020)*

You should return the payment as described below.

If the payment was a paper check:

1. Write "Void" in the endorsement section on the back of the check.
2. Mail the voided Treasury check immediately to the appropriate IRS location listed below.
3. Don't staple, bend, or paper clip the check.
4. Include a note stating the reason for returning the check.

If the payment was a paper check and you have cashed it, or if the payment was a direct deposit:

1. Submit a personal check, money order, etc., immediately to the appropriate IRS location listed below.
2. Write on the check/money order made payable to "U.S. Treasury" and write 2020EIP, and the taxpayer identification number (social security number, or individual taxpayer identification number) of the recipient of the check.
3. Include a brief explanation of the reason for returning the EIP.

For your paper check, here are the IRS mailing addresses to use based on the state:

If you live in...	then mail to this address
Maine, Maryland, Massachusetts, New Hampshire, Vermont	Andover Refund Inquiry Unit 310 Lowell St Mail Stop 666A Andover, MA 01810
Georgia, Iowa, Kansas, Kentucky, Virginia	Atlanta Refund Inquiry Unit 4800 Buford Hwy Mail Stop 112 Chamblee, GA 30341



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Florida, Louisiana, Mississippi, Oklahoma, Texas	Austin Refund Inquiry Unit 3651 S Interregional Hwy 35 Mail Stop 6542 Austin, TX 78741
New York	Brookhaven Refund Inquiry Unit 5000 Corporate Ct. Mail Stop 547 Holtsville, NY 11742
Alaska, Arizona, California, Colorado, Hawaii, Nevada, New Mexico, Oregon, Utah, Washington, Wisconsin, Wyoming	Fresno Refund Inquiry Unit 5045 E Butler Avenue Mail Stop B2007 Fresno, CA 93888
Arkansas, Connecticut, Delaware, Indiana, Michigan, Minnesota, Missouri, Montana, Nebraska, New Jersey, Ohio, West Virginia	Kansas City Refund Inquiry Unit 333 W Pershing Rd Mail Stop 6800, N-2 Kansas City, MO 64108
Alabama, North Carolina, North Dakota, South Carolina, South Dakota, Tennessee	Memphis Refund Inquiry Unit 5333 Getwell Rd Mail Stop 8422 Memphis, TN 38118
District of Columbia, Idaho, Illinois, Pennsylvania, Rhode Island	Philadelphia Refund Inquiry Unit 2970 Market St DP 3-L08-151 Philadelphia, PA 19104
A foreign country, U.S. possession or territory*, or use an APO or FPO address, or file Form 2555 or 4563, or are a dual-status alien.	Austin Refund Inquiry Unit 3651 S Interregional Hwy 35 Mail Stop 6542 AUSC Austin, TX 78741