



Now Required for Expense Reimbursement/Expense Report Completion: Active Primary Bank Account in Hoshonti Expense Module

Frequently Asked Questions (As of April 3, 2025)

Question: I already have a bank account listed in Hoshonti to direct where my CNO paycheck is deposited. Why do I have to also have my same bank account information listed somewhere else in Hoshonti to get reimbursed for expenses?

Answer: Updating your bank account in your Hoshonti Pay App does not automatically also update the bank account in your Hoshonti Expenses App as they must be put in separately in two different places in Hoshonti – EVEN if they are the same bank account because this information (Pay and Expenses) is housed separately in different apps in Hoshonti.

Question: Is it okay if I have different bank accounts for these two purposes (one for paycheck and one for expenses)?

Answer: Yes, if you designate the account, you want used in each location (Pay and Expenses App) as the primary bank active bank account, having a bank account listed for each function is OK. Also, if you have multiple active accounts and need to make a change to your primary account, you will highlight the account that should be listed as your primary bank account for associate expense reports and click the primary button on the top left. The account that will be your primary expense bank account will have the checkmark beside it.

Question: I don't typically have out-of-pocket expenses, but I am responsible for my team's P-Card. Am I impacted by this requirement to have an active primary bank account listed in my Hoshonti Expenses App requirement?

Answer: Yes. Associates who are completing an expense report to reconcile their monthly purchase card transactions must still have a valid bank account in Hoshonti to complete an expense report payable to JP Morgan.

Question: I don't have a bank account for my CNO paycheck – I have my paycheck deposited on my payroll card – am I impacted by this requirement to have an active primary bank account to get reimbursed for expenses?

Answer: Yes. Associates who use the ITS/Stride Payroll Card to receive their CNO paycheck will no longer have an active primary bank account in Hoshonti when the ITS/Stride Payroll Card is no longer an option for CNO Associates beginning July 1, 2025.



Question: My bank was recently sold, and I need to update my primary account. When I make this change, how do I make my account that I don't want to use any longer, inactive?

Answer: In your Hoshonti Expense App, accounts that are no longer valid can be changed to inactive by clicking on the account name/number in blue, unchecking the active box and hitting the save and close button.

Question: I'm in the process of changing banks and have not yet updated my bank information in Hoshonti – can I turn in my expense report now and then update my bank information later after I complete my change from my soon to be former bank to a new bank?

Answer: No. Associates must have an active primary bank account displayed in the Hoshonti Expense Module to be reimbursed for expenses and/or to complete a report to reconcile their purchase card charges. Said another way, Associates who do not have active/accurate expense management information in the Hoshonti Expense Module will no longer be able to complete an expense report or enter an expense report in Hoshonti for reimbursement.

Question: My bank sold, but I'm staying with this bank – does this mean I don't have to take any action to be able reconcile my CNO-issued Purchase Card?

Answer: Check your bank account's routing information. If your bank changes names or is sold, there is a strong likelihood that you will have to update your information in Hoshonti as the bank change likely means the bank routing number for your account also needs updating.

Question: The only time I'm ever in need of expense reimbursement is mileage for when I do my volunteer shift at the Labor Day Festival in Tuskahoma. Am I impacted by this?

Answer: Even if the only expense report you complete each year is related to carrying out your volunteer shift at the Labor Day Festival, your information in the Hoshonti Expense Module must be updated/active for expense reimbursement to occur. Associates who expect to work a volunteer shift at the 2025 Labor Day Festival and who expect to turn in an expense report for reimbursement should review their Hoshonti Expense Module to ensure their bank information is active and correct.









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