Address change & card replacement requests.

Verify Cardholder's identity. Is there a note stating, "DO NOT REPLACE?"

- YES → **Refer to program manager. Note account.** *"Sir/Ma'am I do apologize but per your program manager we are not allowed to change or make any updates to your address."*
- No → **Check Program Info/Masterlist for special instructions.** Is the change allowed?
  - Yes → Has the address changed in the past 30 days?
    - Yes → **Run Fraudchex.** Does caller pass?
      - Yes → **Update address.** Expedite card?
      - No → **Perform IDA.** *"I will be more than happy to assist you. As an added security measure on your account, I would like to ask you some questions before I process this request. May I have your full social security number?"* → Does the caller pass IDA?
        - Yes → **Update address.** Expedite Card?
        - No → **Run Fraudchex.** Does caller pass?
          - Yes → **Update address.** Expedite Card?
          - No → **Provide Fact Act info. Note account.** Caller must submit proof of address.
    - No → **Perform IDA.** *"I will be more than happy to assist you. As an added security measure on your account, I would like to ask you some questions before I process this request. May I have your full social security number?"* → Does the caller pass IDA?
      - Yes → **Update address.** Expedite Card?
      - No → **Run Fraudchex.** Does caller pass?
        - Yes → **Update address.** Expedite Card?
        - No → **Provide Fact Act info. Note account.** Caller must submit proof of address.
  - No → **Refer to program manager. Note account.** *"Sir/Ma'am I do apologize but per your program manager we are not allowed to change or make any updates to your address."*

Address Change Reminders

We cannot make any address changes to cardholders located in Illinois, NY, CT, Alaska, & Rhode Island. This includes various housing authorities.

NY: Cannot move or add apartment numbers.

Indiana: Cardholders should be referred to the Uplink Claimant Self Service page to update their address.

When updating an address:

1. Remember to ask if there is a Unit, Lot, or Apt Number. If so, enter that in the 2nd Line of the Address Field.
2. Remember to update the 4-digit Zip Code extension.
3. Verify the spelling of the street name and city using phonetics as needed.
4. Have the cardholder verify address back to you.

Expediting Card?

Advise of $14.95 fee. Does cardholder have enough funds?

- Yes → Shipping to PO Box?
  - Yes → Cannot expedite card. **Process replacement. Note account. Advise of 7-10 day waiting period.**
  - No → Does the caller pass IDA?
    - Yes → **Expedite card. Note account. Advise of waiting period.**
    - No → Cannot expedite card. **Process replacement. Note account. Advise of 7-10 day waiting period.**
- No → Cannot expedite card. **Process replacement. Note account. Advise of 7-10 day waiting period.**

When expediting a card:

- The Cardholder must have sufficient funds to cover the expedited card fee.
- Expedited cards cannot be sent to a PO Box or an address outside of the United States.
- Expedited delivery requires a signature.
- Next day or Saturday delivery is not an option.

When replacing a card:

- Be sure to get approval in the Replacement Approvals channel if card balance is $5000 or more.

Cannot Expedite:
"Sir/Ma'am, We were not able to verify you for expedited delivery. I have processed the replacement. The card will arrive in 7-10 business days. Is there anything else I can assist you with?"

Can Expedite:
"Sir/Ma'am I will be able to get this card expedited for you. There will be a fee of $14.50 that will immediately post when I process the transaction. You should receive the card in 2-3 business days from today. Is there anything else I can assist you with?"

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