

**CARD REPLACEMENT FORM**

**Reason for Reorder:**  Damaged     Name Change     Lost     Stolen

• If the replacement card is not received within the next 5 to 7 days contact the Credit Union to see if the card has been returned to us.

Member #: \_\_\_\_\_ Member Name: \_\_\_\_\_

**Replacement card for:**     Member                       Joint Owner

**Old Card #:** \_\_\_\_\_

**Members are eligible for one free replacement card per 12-month period. If card reorder less than 12-month period there is a \$5.00 fee.**

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date

**INTERNAL CHECKLIST:**

All Items **MUST** be checked before any order is placed.

Advise the member to destroy the old card when the new card has been received.

The account in good standing?     Yes /     No  
The Card will not be ordered if the Account is delinquent,  
negative, or fees are owed.

Has member had an address change in the last 30 days?     Yes /     No  
If yes, the order will be delayed for up to 30 days if order is not in person.  
Was card ordered in person?     Yes /     No

Verify the name, address and telephone # are correct in both CSS and Vantiv.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Card reordered and logged in:     IQ     CSS     Log     Scanned

New Card# \_\_\_\_\_

Old Card Closed in:     IQ     CSS

Card Re-Order/Logged by: \_\_\_\_\_ Date: \_\_\_\_\_

New Card # Verified in CSS by: \_\_\_\_\_ Date: \_\_\_\_\_

Revised 12/11/2019