

CARD REPLACEMENT FORM

Reason for Reorder: Damaged Name Change Lost Stolen Fraud

• 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 \$7.00 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: _____