

# **Tsunami Enterprises**

**A Non-Profit Organization**

P.O. Box 608

Ukiah, CA 95482

Phone: 707-463-2546 Or 707-462-6023

Fax: 707-462-6235

[www.tsunami-enterprises.org](http://www.tsunami-enterprises.org)

[kathy@tsunami-enterprises.org](mailto:kathy@tsunami-enterprises.org)

## **Instructions for Completing the Client Intake Packet**

- 1) If this is the first time the client is applying for a Representative Payee, please be sure to complete the SSA-795 Statement of Claimant, one for the beneficiary and one for a 3<sup>rd</sup> party who knows the beneficiary and the SSA-787 Physician's Statement form included in this packet. If SSA has already determined the client must have a Representative Payee, or if the client already has a Representative Payee other than Tsunami Enterprises, completing these forms is not necessary.
- 2) Complete all the included forms and get client signature where needed.
- 3) Submit copies of at least 1 photo ID.
- 4) In order to assist in developing an accurate budget, please provide copies of the following:
  - a) Rental/Admission Agreement – Changes in living arrangement must include a copy of this document. Without an agreement to provide to SSA, there may be delays in receiving appropriate benefits.
  - b) Utilities such as PG&E, or any other propane/gas/electric utility bill.
  - c) City or County water, sewage and garbage bills.
- 5) Ensure client receives a copy of signed pages.
- 6) Intake packet can be mailed, faxed or emailed, using the above contact information.

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Date Recv'd	Recv'd By
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## Intake Form

Client Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Message Phone #: \_\_\_\_\_

How long have you been at this address? \_\_\_\_\_

If less than 2 months at current address, provide the following:

Previous Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Social Security #: \_\_\_\_\_

Place of Birth: \_\_\_\_\_ Drivers License #: \_\_\_\_\_

Current Marital Status:  Single  Divorced  
 Married  Annuled  
 Separated  Widowed

Next of Kin Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Message Phone #: \_\_\_\_\_

Former Payee Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Message Phone #: \_\_\_\_\_

SSA  SSI  VA  Other: \_\_\_\_\_

Referring Agency: \_\_\_\_\_

Contact Name & Number: \_\_\_\_\_

Is the Claimant Conserved? Yes / No County: \_\_\_\_\_

Conservator Name / Phone #: \_\_\_\_\_

I Live:  Alone  
 With Someone

Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_  
Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_

Monthly Rent: \_\_\_\_\_

Landlord Name: \_\_\_\_\_ Ph# \_\_\_\_\_

Facility License#: \_\_\_\_\_ (if applicable)

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Message Phone #: \_\_\_\_\_

Do you have cooking facilities? Yes / No

Do you have a refrigerator? Yes / No

Utilities & Bills to Be Paid: Please complete now or call in the amounts due when you receive your bills.

Name of Account	Account #	Address
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

*Or you can have your bills sent directly to P.O. Box 608, Ukiah, CA 95482*

After Rent, Utilities and Bills are paid, I would like my Food & Supply money to be:

Divided into 2 checks and mailed to me on the **1st and 15th** of each month  
*or*

Divided into 4 checks and mailed to me on the **1st, 8th, 15th and 22nd** of each month  
*or*

Weekly - Circle Day - (Monday) (Wednesday) (Friday)  
*or*

Other \_\_\_\_\_

Do you have a checking account? Yes / No Bank name: \_\_\_\_\_

Acct #: \_\_\_\_\_

Do you have a savings account? Yes / No Bank name: \_\_\_\_\_

Acct #: \_\_\_\_\_

If you are interested in direct deposit please provide the routing number below.

Routing #: \_\_\_\_\_

Has Claimant had any marriages? Y / N Did it last longer than 10 years? Y / N

Name of Spouse: \_\_\_\_\_

City & State of Marriage: \_\_\_\_\_ Children? Y / N

From: \_\_\_\_\_ / \_\_\_\_\_ to \_\_\_\_\_ / \_\_\_\_\_ # of Children: \_\_\_\_\_

Did marriage end due to death of spouse? Y / N

Did Claimant become disabled before age 22? Y / N At what age? \_\_\_\_\_

Is Claimant currently working? Y / N Date of Hire: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Employer: \_\_\_\_\_

City & State: \_\_\_\_\_ Hours / Week: \_\_\_\_\_

Pay Frequency: Weekly / Semi-Weekly / Monthly Hourly Rate: \$ \_\_\_\_\_

**IF YOU ARE WORKING, ALL PAYSTUBS MUST BE PROVIDED TO TSUNAMI ENTERPRISES, COPIES ARE ACCEPTABLE.**

Unearned Income? Yes / No

*PLEASE CHECK ALL THAT APPLY*

<input type="checkbox"/>	Private Pension	\$ _____
<input type="checkbox"/>	Unemployment	\$ _____
<input type="checkbox"/>	Dividends	\$ _____
<input type="checkbox"/>	General Assistance	\$ _____
<input type="checkbox"/>	Alimony	\$ _____
<input type="checkbox"/>	Rental Income	\$ _____
<input type="checkbox"/>	Child Support	\$ _____
<input type="checkbox"/>	Trust Fund	\$ _____

Additional Resources? Yes / No

*PLEASE CHECK ALL THAT APPLY*

<input type="checkbox"/>	Stocks / Bonds	\$ _____
<input type="checkbox"/>	Trust	\$ _____
<input type="checkbox"/>	Real Estate	\$ _____
<input type="checkbox"/>	Burial Plot	\$ _____
<input type="checkbox"/>	Life Insurance	\$ _____
<input type="checkbox"/>	Car / Motorcycle / Trailer / Boat	
	Year:	_____
	Make:	_____
	Model:	_____

**THE RESOURCE LIMIT IS \$2000 FOR A SINGLE PERSON AND \$3000 FOR A MARRIED COUPLE. THE LIMIT APPLIES TO SSI AND MEDICAL ONLY.**

Do you have a valid current will? Yes / No Date signed: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Executor Name: \_\_\_\_\_

Executor Phone #: \_\_\_\_\_

Do you have an established pre-need burial plan? Yes / No

Mortuary Name: \_\_\_\_\_

Mortuary Phone #: \_\_\_\_\_



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# Advance Notification of Representative Payment

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Name of Wage Earner, Self-Employed Person or  
SSI Claimant

Social Security Number

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Name of Beneficiary (if other than above)

Relationship to Wage Earner, Self-  
Employed Person or SSI Claimant

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I understand and agree with the following:

## Need for Representative Payee

The Social Security Administration (SSA) has decided that I need someone to manage my benefits. Because of this, SSA will send my benefits to a Representative Payee. It is the duty of the Representative Payee to use my benefits for my best interests.

## Choice of Representative Payee

SSA has selected TSUNAMI ENTERPRISES (P.O. Box 608, Ukiah, CA 95482) to be my Representative Payee.

## My Right to Appeal

I understand that I have the right to appeal SSA's decision. I can appeal the choice of who will be the Representative Payee. In most cases, I can also appeal the decision that I need a payee. If I appeal, I will have the right to review the evidence in file and submit new evidence. I understand that I can have a friend, lawyer or someone else help me.

I understand that I must file an appeal within 60 days. If I file after the 60 day period, I must have a good reason for not having filed this appeal on time. I have to ask for the appeal in writing. I will contact an SSA office if I wish to appeal.

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Signature

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Date

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Witnesses are required **only** if this statement has been signed by mark (X) above. If signed by mark (X), two witnesses to the signing who know the person making the statement must sign below, giving their full addresses.

1. Signature of Witness	2. Signature of Witness
Address (Number and Street, City, State, and ZIP Code)	Address (Number and Street, City, State, and ZIP Code)

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# Tsunami Enterprises

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PO Box 608 \* Ukiah, CA 95482 \* Phone 707.462.2546 or 707.462.6023 \* Fax 707.462.6235

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## Authorization to Release Information

To: Tsunami Enterprise, Inc.

Name: \_\_\_\_\_

SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

I hereby give my consent to **Tsunami Enterprises, Inc.** to obtain and/or exchange information for the purpose of either planning for my well-being and/or assuring my continuing eligibility for Social Security benefits.

I also hereby give my consent to **Tsunami Enterprises, Inc.** to obtain and/or exchange information regarding the item(s) below for the purpose of planning for my well-being.

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Social Security Number     | <input type="checkbox"/> Account Ledger/Statement | <input type="checkbox"/> Current Monthly SSA/SSI |
| <input type="checkbox"/> Bank Account               | <input type="checkbox"/> Burial Trust             | <input type="checkbox"/> MediCal/MediCare        |
| <input type="checkbox"/> Wages/Employment           | <input type="checkbox"/> Utility Bills            | <input type="checkbox"/> Social History          |
| <input type="checkbox"/> Address/Living Arrangement | <input type="checkbox"/> O.H.S. Plan/Appointments | <input type="checkbox"/> Other (explain below)   |
- \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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I am the individual, to whom the requested information/records applies, or the parent or legal guardian of a minor, or the legal guardian of a legally incompetent adult. I declare that I have examined all of the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge. I understand that Tsunami Enterprises, Inc. is not responsible if a person authorized to obtain information regarding my account does so with false pretenses and Tsunami Enterprises, Inc. is not responsible for any effect to my benefits caused by releasing the requested information.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Beneficiary or Legal Guardian

\_\_\_\_\_  
Relationship (if not beneficiary)

\_\_\_\_\_  
Tsunami Enterprises, Inc Staff Member

\_\_\_\_\_  
Date

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## Agreement For Services

I, \_\_\_\_\_, have discussed my needs with and agree to have Tsunami Enterprises serve as my representative payee for Social Security and/or SSI payments.

### **I will:**

- Be clean and sober when conducting business with Tsunami Enterprises,
- Treat staff with courtesy and respect,
- Receive money for spending as agreed,
- Provide receipts when needed and/or requested.

I understand that if I fail to comply with these rules, Tsunami Enterprises may refuse to continue to serve as my representative payee. I also acknowledge that Tsunami Enterprises assumes no responsibility or liability to me or others in making disbursements based on information or instructions I have provided or within the Social Security Administration Guidelines and other legal/regulatory requirements.

### **Tsunami Enterprises will:**

- Treat me with courtesy and respect,
- Use funds received on my behalf to meet my current and immediate needs,
- Report to SSA any events or changes that may affect my benefits
- Account to SSA on how my funds have been spent or saved,
- Save any unspent funds, if any,
- Return to SSA any funds that have been saved or to which I am not entitled.

I also request that Tsunami Enterprises manage my other non-Social Security based income for no additional fee. Other non-Social Security based income is from:

\_\_\_\_\_  
\_\_\_\_\_

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Print Name

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Date

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Signature of Beneficiary or Legal Guardian

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Relationship (if not beneficiary)

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Tsunami Enterprises, Inc Staff Member

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Date

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# Tsunami Enterprises

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## Budget Worksheet

Effective Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

### INCOME

TYPE	AMOUNT	FREQUENCY	VENDOR NAME & ADDRESS
SSI Benefits			
SSA Benefits			
Other			

### Less EXPENSES

Rent			
Electricity			
Gas			
P&I			
Other			
Other			
Other			
Payee Fee			

**TOTAL:** \_\_\_\_\_

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## **WHAT HAPPENS AFTER I SIGN UP FOR TSUNAMI ENTERPRISE SERVICES?**

- 1) If the intake is completed before the SSA “cut-off” date for the month (normally the 2nd Friday of the month) then Tsunami Enterprises should start receiving your benefits the following month.
  - a) Example: If the intake packet is completed on January 7th, then Tsunami Enterprises would start receiving your benefits in February.
  - b) Example: If the intake packet is completed on January 20th, the Tsunami Enterprises would start receiving your benefits in March.
  - **DUE TO CHANGES WITHIN SOCIAL SECURITY’S PROCEDURES, A CHANGE IN REPRESENTATIVE CAN TAKE UP TO 3 MONTHS OR LONGER ON A CASE BY CASE BASIS.**
- 2) If your benefits are currently suspended, Tsunami Enterprises will work with SSA to get your benefits reinstated as quickly as possible. Please understand that Tsunami Enterprises is not SSA and does not have direct access to the information SSA has on file. We work with SSA by telephone, fax, in-person, etc.
- 3) When calling Tsunami Enterprises, if your worker is not available, **leave only ONE voicemail**. Please give your worker at least 1 business day to reply to your request.
- 4) After SSA processes the Representative Payee Application and notifies Tsunami Enterprises, you will be given the information on who will be working with you for your day to day budgeting needs and how to contact that person by telephone and email.
- 5) Personal and incidental funds are included as part of your monthly budget. If you have additional funds available after your budgeted expenses are set, you may request to have a portion of those funds issued to you.
- 6) Please provide receipt copies for extra expense requests.
- 7) Checks are mailed the day before the checks are due. If your check is scheduled for the 1st of the month, it will be mailed the day before the first (last day of the previous month).
- 8) If you are scheduled to receive a check on a holiday or a weekend, you should receive your check the day before the holiday or weekend.
- 9) Tsunami Enterprises observes all Federal holidays and as such will be closed on those days.

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**PHYSICIAN'S/MEDICAL OFFICER'S STATEMENT OF PATIENT'S CAPABILITY TO MANAGE BENEFITS**

<p><b>PAPERWORK REDUCTION ACT:</b></p> <p>This information collection meets the clearance requirements of 44 U.S.C. §3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You are not required to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take you about 10 minutes to read the instructions, gather the necessary facts, and answer the questions.</p>	<p>In replying, use this address: SOCIAL SECURITY ADMINISTRATION</p>
<p>■</p>	<p>TELEPHONE NUMBER (Include Area Code) (       )</p> <p>DATE</p> <p>SSA CONTACT</p>
<p><b>Privacy Act:</b> This report is authorized by sections 205(a) and 205(j) of the Social Security Act, as amended (42 U.S.C. 405(a) and 405(j)). While you are not required to respond, your cooperation will help us decide whether any Social Security benefits that may be due should be paid directly to the patient or to someone else on the patient's behalf. Your cooperation in completing and returning this statement will be appreciated.</p> <p>We may also use the information you give us when we match records by computer. Matching programs compare our records with those of other Federal, State, or local government agencies. Many agencies may use matching programs to find or prove that a person qualifies for benefits paid by the Federal government. The law allows us to do this even if you do not agree to it. Explanations about these and other reasons why information you provide may be used or given out are available in Social Security Offices. If you want to learn more about this, contact any Social Security Office.</p>	<p>IDENTIFYING INFORMATION (SSA Only) If different from patient</p> <p>NAME OF WAGE EARNER OR SELF-EMPLOYED PERSON</p> <p>SOCIAL SECURITY NUMBER _____ / _____ / _____</p>
<p>PATIENT'S NAME</p>	<p>PATIENT'S ADDRESS (Number and Street, City, State, and ZIP Code)</p>
<p>PATIENT'S SOCIAL SECURITY NUMBER _____ / _____ / _____</p>	<p>PATIENT'S DATE OF BIRTH</p>

**YOUR HELP IS NEEDED**

The patient shown above has filed for or is receiving Social Security or Supplemental Security Income payments. We need you to complete the back of this form and return it to us in the enclosed envelope to help us decide if we should pay this person directly or if he or she needs a representative payee to handle the funds. **Please Note:** This determination affects how benefits are paid and has no bearing on disability determinations. Thank you for your help.

**WHO IS A REPRESENTATIVE PAYEE**

A representative payee is someone who manages the patient's money to make sure the patient's needs are met. The payee has a strong and continuing interest in the patient's well-being and is usually a family member or close friend.

**WHO NEEDS A REPRESENTATIVE PAYEE**

Some individuals age 18 and older who have mental or physical impairments are not capable of handling their funds or directing others how to handle them to meet their basic needs, so we select a representative payee to receive their payments. Examples of impairments which may cause incapability are senility, severe brain damage or chronic schizophrenia. However, even though a person may need some assistance with such things as bill paying, etc., does not necessarily mean he/she cannot make decisions concerning basic needs and is incapable of managing his/her own money.

**PLEASE COMPLETE THE INFORMATION ON THE REVERSE OF THIS FORM**

1. Date you last examined the patient \_\_\_\_\_ .

2. Do you believe the patient is capable of managing or directing the management of benefits in his or her own best interest?

By capable we mean that the patient:

- Is able to understand and act on the ordinary affairs of life, such as providing for own adequate food, housing, clothing, etc., and
- Is able, in spite of physical impairments, to manage funds or direct others how to manage them.

Yes

No

Unsure

If "Yes", please omit question 3, but be sure to sign and date the form.

If "No", please provide a brief summary of the findings that led to this conclusion. Also, complete question 3.

If "unsure", please explain.

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3. Do you expect the patient to be able to manage funds in the future (for example, the patient is temporarily unconscious)?

Yes

No

If yes, please explain.

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NAME OF PHYSICIAN/MEDICAL OFFICER *(Please print.)*

TITLE

ADDRESS *(Number and street, City, State, and ZIP Code)*

TELEPHONE NUMBER *(Include Area Code)*  
(      )

**I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this information, or causes someone else to do so, commits a crime and may be sent to prison, or may face other penalties, or both.**

SIGNATURE OF PHYSICIAN/MEDICAL OFFICER

DATE

Tsunami Enterprises

*A Non-Profit Organization*

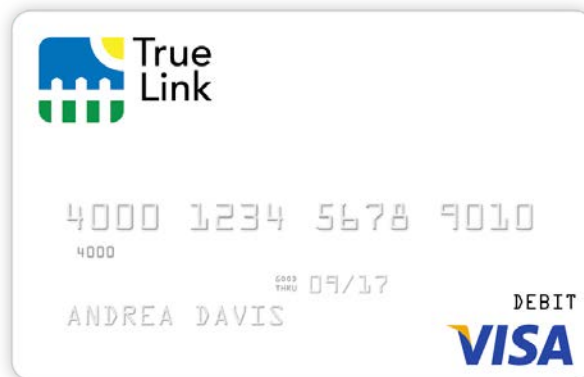
P.O. Box 608  
Ukiah, CA 95482  
Phone: 707-463-2546  
Or 707-462-6023  
Fax: 707-462-6235

**Tired of your check arriving late due to Post Office changes, holidays, etc. Tsunami Enterprises is now able to provide direct deposit or recommend a debit card program.**

For those with an already existing personal checking account, we can now offer **Direct Deposit**. If you do not already have a checking account, West America Bank offers a free checking account for all Tsunami clients.



For those that do not have or are unable to open a traditional personal checking account, the *True Link Card* offers the convenience of direct deposit for the cardholder.



True Link Prepaid Visa® Debit Card

For more information please visit <https://www.truelinkfinancial.com/schedule-of-fees-and-charges>.

\*Tsunami pays the monthly maintenance fee for the prepaid debit card.

**IF YOU ARE INTERESTED IN EITHER OF THESE OPTIONS, PLEASE CALL THE OFFICE AND WE WILL MAIL OUT THE APPROPRIATE FORMS TO YOU.**

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# Tsunami Enterprises, Inc.

P.O. Box 608, Ukiah, CA 95482  
Ph.(707)463-2546 Fax(707)462-6235

## Direct Deposit Agreement Form

### Authorization Agreement

I hereby authorize Tsunami Enterprises, Inc. to initiate automatic deposits to my account at the financial institution named below. I also authorize Tsunami Enterprises, Inc. to make withdrawals from this account in the event that a credit entry is made in error.

Further, I agree not to hold Tsunami Enterprises, Inc. responsible for any delay or loss of funds due to incorrect or incomplete information supplied by me or by my financial institution or due to an error on the part of my financial institution in depositing funds to my account.

This agreement will remain in effect until Tsunami Enterprises, Inc. receives a written notice of cancellation from me or my financial institution, or until I submit a new direct deposit form to the Representative Payee Program.

### Account Information

Name of Financial Institution: \_\_\_\_\_

NAME ADDRESS CITY, STATE ZIP		0123 01-23456789
DATE _____		
PAY TO THE ORDER OF _____		\$ <input type="text"/>
BANK NAME ADDRESS CITY, STATE ZIP		DOLLARS
FOR _____		
⑆0 234 56 78⑆	0 234 56 78 90 23⑆	0 23
Bank Routing Number	Bank Account Number	Check Number

Routing Number: \_\_\_\_\_

Checking Account Number: \_\_\_\_\_

### Signature

Print Full Name (Primary): \_\_\_\_\_

Authorized Signature (Primary): \_\_\_\_\_ Date: \_\_\_\_\_

Print Full Name (Joint): \_\_\_\_\_

Authorized Signature (Joint): \_\_\_\_\_ Date: \_\_\_\_\_

**Please attach a voided check or deposit slip and return this form to Tsunami Enterprise, Inc.**

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# Beneficiary True Link Card Agreement

The True Link Card is a reloadable Visa card, which enables TSUNAMI ENTERPRISES to make disbursements safely, quickly, and reliably. The card also allows beneficiaries and their representatives the freedom to purchase things that enhance their quality of life. Please read the rules below used to govern the card.

**We require you to sign this Beneficiary True Link Agreement in order to use the card.**

## Terms of card use

- The card is not transferable, and cannot be resold or transferred for cash
- Lost/stolen cards will be replaced without charge one time per quarter (3 months), and a \$5 replacement fee for additional cards charged by TrueLink against your card balance.
- For inquiries about card balance and transactions contact True Link at 1-800-299-7646.
- Cards will be shipped to you directly by TrueLink. As such you will need a physical address they can ship to, not a PO Box. If the card is returned due to incorrect mailing address, your funds will be frozen until Tsunami gets a good shipping address. Be sure Tsunami always has updated address information for you. SSA also relies on a good address and anything returned to SSA for a bad address will cause benefits to be suspended.

## Funding schedule

- The card will be loaded with funds after rent and utilities are paid (CIRCLE ONE):  
(1<sup>ST</sup>) (1<sup>ST</sup> & 15<sup>TH</sup>) (1<sup>ST</sup>, 8<sup>TH</sup>, 15<sup>TH</sup> & 22<sup>ND</sup>) (MONDAYS) (WEDNESDAYS) (FRIDAYS)
- If you receive SSA (also known as SSDI) benefits then replace the 1<sup>ST</sup> with the 3<sup>RD</sup>.
- If the funding day(s) falls on a weekend or holiday, it is possible to receive funds on the first business day before the weekend or holiday. Please contact us for more information.

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The undersigned agree to the rules set out in this Beneficiary True Link Agreement. If these rules are not followed or if the True Link Card is misused in any way, card privileges will be revoked.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please return this signed Beneficiary True Link Agreement to:**

TSUNAMI ENTERPRISES

PO BOX 608

UKIAH, CA 95482

Fax (707) 462-6235

# True Link Card Schedule of Fees and Charges

## Fees for Set-Up and Maintenance

Fee Type	Fee Amount	How to Avoid or Reduce This Fee
Monthly Fee	\$10.00	<b>PAID BY TSUNAMI</b>

## Fees for Adding Money (per transaction)

Fee Type	Fee Amount	How to Avoid or Reduce This Fee
Direct Deposit	No Fee	
Funding from a Bank Account	No Fee	

## Fees for Spending/Transferring Money (per transaction)

Fee Type	Fee Amount	How to Avoid or Reduce This Fee
Signature and PIN Purchases – Domestic	No Fee	
International Signature Purchase	\$1.00	
International PIN Purchase	\$2.00	Use a signature instead of PIN to pay

## Fees for Getting Cash (per transaction)

Fee Type	Fee Amount	How to Avoid or Reduce This Fee
ATM Cash Withdrawal**	No Fee	
Cash Back at Point-of-Sale (select “Debit” and enter your PIN to get cash back when making purchase at a retailer)	No Fee	
Bank Teller Withdrawal (Over-the-Counter Cash Withdrawal using signature)	\$4.00	Use an ATM or get cash at a point-of-sale terminal
Quasi-Cash Withdrawals (e.g., money orders, traveler’s checks, foreign currency, lottery tickets, casino chips, vouchers redeemable for cash)	\$4.00	Use an ATM or get cash at a point-of-sale terminal
ATM Insufficient Funds**	No Fee	

## Fees for Customer Service, Getting Information and Card Maintenance (per request)

Fee Type	Fee Amount	How to Avoid or Reduce This Fee
Automated and Live Agent Phone Calls	No Fee	
Email and Text Message Alerts. Standard text messaging rates apply.	No Fee	
ATM Balance Inquiry**	\$0.50	Check your balance online or by phone for no fee
Mailed Paper Statement	\$1.50	View your statement online for no fee
Expedited Card Delivery (2 Day Delivery)	\$30.00	Choose regular delivery speed for no fee

## Fees for Transferring Money Out When Closing Your Account

Fee Type	Fee Amount	How to Avoid or Reduce This Fee
Account Closure With Card-to-Bank Transfer*	No fee	
Replacement Card	No fee	
Account Closure With Check Refund	No fee	

\* Bank where you maintain your bank account may impose a transfer fee.

\*\* You may be charged a fee by the ATM operator or other networks used to complete the transaction (and you may be charged a fee for a balance inquiry at an ATM even if you do not complete a fund transfer). Such other fees and charges may be deducted from your Card Account.