

Section II: Change Cardholder Account, Card Type, Cash Access or Spending Limit Information - to be completed by APC

A	Central Account Number	<i>To be completed by APC</i>											
	Account Hierarchy	<i>To be completed by APC. Specify the complete hierarchy level number that pertains to your organization.</i>											
		HL1	HL2	HL3	HL4	HL5	HL6	HL7					
B	Card Design Type	<i>Complete this section to change a cardholder's card design type. APCs should notify cardholder of a change to their card type. Change of card design type will result in a card reissue.</i>											
		Card Design Type:	Standard		Quasi Generic								
C	Cash Access	<i>Complete this section to add the ability for the cardholder to obtain cash. The amounts allowed will depend on the account type (standard or restricted)</i>											
		Cash Access	No	Cash limits defaults are: Standard: \$665; Restricted: \$365									
D	Temporary Credit/ Cash Limit Increase	<i>Complete this section to temporarily increase the credit / cash limits on an account. The length of time for temporary limit increases are as follows:</i>											
		<ul style="list-style-type: none"> • Standard accounts: Up to 12 months • Restricted accounts: Up to 6 months 											
		Limits	Credit Limit:	\$	Start Date *		End Date *		Cash Limit:	\$	Start Date *		End Date *
E	Completed By*	<i>Type or Print Name</i>			Title	APC	Commercial Phone						
					Date	Cardholder	Commercial Fax						
		<i>Signature</i>											

* Required Items. Form will be returned if required items are not completed

Instructions Sheet

Purpose:

Use this form to make changes to a cardholder account. Sections I and II may be completed independently of each other.

Who: This form is to be completed by Cardholder and/or APC

When: Complete this form when there is a need to make a change to a cardholder's personal information (Section I) or account, card type, cash access, or spending limits. Fields with an asterisk are required.

How: Section I:
Change Cardholder Personal Information

This section is to be completed by the Cardholder or the APC

A. Cardholder & Account Information

- **Check Box to Close Account:** Please check box and provide reason for closure
- **Cardholder Name*:** Enter name of cardholder (as it appears on the card) requesting change
- **Cardholder Account Number*:** Indicate cardholder's 16-digit account number

B. Account Upgrade
Cardholder Name, Signature and Date: Applicant types or prints name, signs and dates the form thereby authorizing the bank to obtain a credit report. Applicant is required to complete section B including name and account number. Account Upgrade requests are processed at the end of each month. Notification of decline will be sent via letter to the applicant

C. Name

- **Prior:** Provide cardholder's previous name (first, last, MI), rank / grade and military status
- **New:** Provide cardholder's new name (first, last, MI), rank / grade and military status

D. Change of Address

- **New Billing Address:** Provide cardholder's new address where future bills should be sent

E. Telephone, Fax & Email

- **New Telephone, Fax & Email:** Provide cardholder's new home, commercial and fax telephone numbers to include area code and international country code (Do not provide DSN). Also, provide cardholder's new email address.

F. Completed By*

- **Type or Print Name:** Type or print the name of the person completing this form
- **Title:** Select whether person completing this form is an APC or Cardholder
- **Commercial & Fax Phone:** Provide Commercial telephone and fax numbers of the person completing this form. Be sure to include the area code and international country code (Do not include DSN).
- **Signature:** Signature of the person completing this form
- **Date:** Date of signature

Section II:
Change Cardholder Account, Card Type, Cash Access or Spending Limit Information

This section is to be completed by the APC

A. Central Account Number & Account Hierarchy

- **A Central Account Number:** Provide central account number (not required)
- **Account Hierarchy:** Complete as many of the 5-digit Hierarchy Level numbers as appropriate for your hierarchy point (up to 7 levels).

B. Card Design Type

- **Card Design Type:** Check card design

C. Cash Access

- **Cash Access:** Select "Yes" or "No" to identify whether the cardholder should have cash access. (Note: The limit default for a standard account is \$665. The limit default for a restricted account is \$365). PIN's can be customized by the cardholder by calling the customer service number on the back of their card.

D. Temporary Credit / Cash Limit Increase

- Complete this section to temporarily increase the credit and/or cash limits on an account. The length of time for a temporary limit increase is:
 - Standard Accounts:** Up to 12 months
 - Restricted Accounts:** Up to 6 months
- Limits:
 - Credit / Cash Limit:** Enter the new temporary credit / cash limit dollar amount.
 - Start Date (required):** Enter the date in which the new temporary credit limit is to become effective
 - End Date (required):** Enter the date in which the new temporary credit limit should expire

E. Completed By*

- Type or Print Name: Type or print the name of the person completing this form
- Title: Select whether person completing this form is an APC or Cardholder
- Commercial & Fax Phone: Provide Commercial telephone and fax numbers of the person completing this form. Be sure to include the area code and international country code (Do not include DSN).
- Signature: Signature of the person completing this form
- Date: Date of signature

Submit Request form with supporting documentation via mail or fax as follows:

Citibank (South Dakota), N.A.

P.O. Box 6408

Sioux Falls, SD 57117-6408

FAX TO:

1-605-330-9900

866-312-8586