

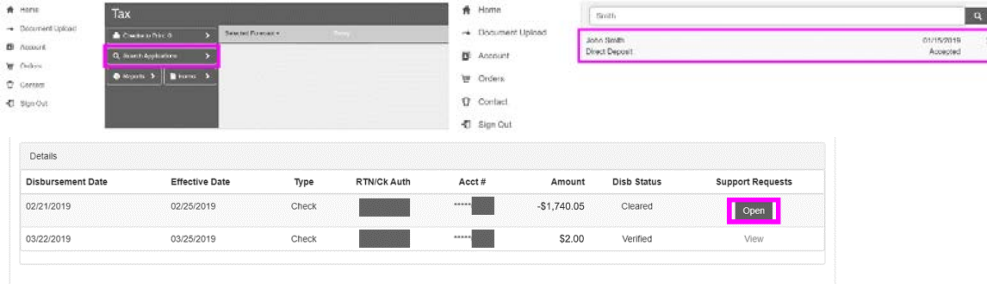
CORRECTED CHECK - ONLINE SUPPORT REQUEST

Reminder: if taxpayer name or address information is incorrect and is preventing them from cashing their check, use this form to have the check updated and reissued.

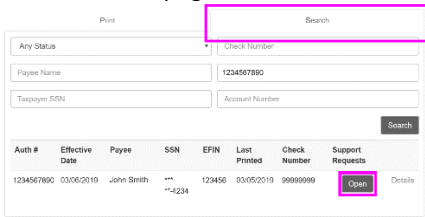
SEARCH FOR THE CUSTOMER

There are **TWO WAYS TO SEARCH** the check and open the support request:

- Search for the customer with last name or SSN via **"SEARCH APPLICATIONS"** from the homepage. Scroll down to **"Details,"** and click **"Open."**

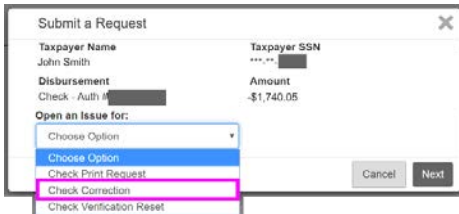


- OR,** Search by Check Number, Status, Name, SSN, Auth Number, or Account Number via **"CHECKS TO PRINT"** from the homepage; select the **"Search"** tab at the top. Click **"Open."**

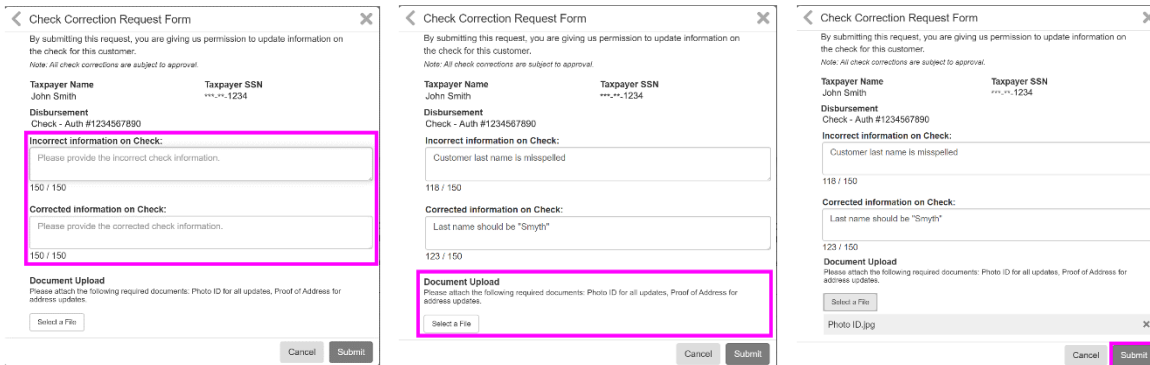


SUBMIT CORRECTED CHECK REQUEST

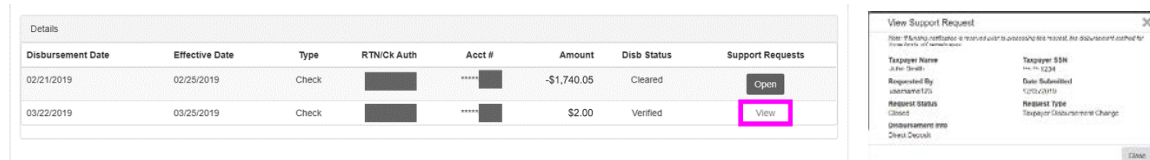
- Select **"CHECK CORRECTION"** from the dropdown and click **"Next."**



- In the freeform section, describe the incorrect information on the check and **PROVIDE THE CORRECT INFORMATION.** **UPLOAD PHOTO ID(S)** for customers, as well as **PROOF OF ADDRESS** if there is an address update. Review and **"Submit."**



- To view the status of your request, select **"VIEW REQUEST"** on the customer page to open the modal.



**THIS FORM IS NOT NEEDED
IF YOU SENT THE SUPPORT REQUEST ONLINE**

CORRECTED CHECK FORM

REMINDER: By submitting this form, you are asking Refund Advantage to **CHANGE THE INFORMATION ON A CHECK.**

DATE:

EFIN:

LAST 4 OF SSN:

CHECK AMOUNT:

TAXPAYER'S NAME:

CHECK NUMBER:

CHANGE REQUEST

SUBJECT TO APPROVAL

Update Name

Update Address

From:

From:

To:

To:

TAXPAYER'S SIGNATURE:

DATE:

ATTENTION: DID YOU ATTACH THE FOLLOWING, REQUIRED DOCUMENTS?

- Clear, color image of the government issued photo ID
 - Proof of address for address updates
 - VOIDED "LIVE" CHECK

UPLOAD THIS FORM AND ALL REQUIRED DOCUMENTS TO YOUR DIRECT ACCOUNT AT
WWW.REFUND-ADVANTAGE.COM OR EMAIL TO TAXFORMS@PATHWARD.COM

ERO SIGNATURE:

DATE:

IF YOU HAVE ANY QUESTIONS, PLEASE CALL CUSTOMER SUPPORT AT (800)967-4934