



Customer Authorized Representative Fact Sheet

An authorized representative has legal authority to act for individuals who are disabled or deceased. Contact the EDD immediately at 1-800-480-3287 to report a deceased cardholder.

Steps to become an Authorized Representative

To become an Authorized Representative for the cardholder's account, you **must** contact Money Network. Below is a summary of what to expect and the steps to follow.

- 1 Call Money Network at 1-800-684-7051 (TTY: 1-800-684-7053, International: 1-531-262-5282).
- 2 Have the cardholder's Social Security number and Date of Birth ready to enter.
- 3 Skip the One Time Code to transfer to a Money Network agent.
- 4 Provide the Money Network agent with:
 - Cardholder's full name.
 - Cardholder's date of death (if applicable).
 - The action you desire to take with the cardholder's account.

Documents you will need

To be approved as an Authorized Representative, the Money Network agent will need you to submit:

- A letter stating your desired action on the cardholder's account.
- Legal documents proving your right to act on the account (such as a Power of Attorney or Guardianship).
- Your government-issued identification.
- The deceased cardholder's Social Security card (if applicable).
- A copy of the certified death certificate (if applicable).

The agent will instruct you on where to send the documentation and answer any additional questions you may have. Money Network will review the information and respond within 30 days after receiving the last document.

Call: 1-800-684-7051 | TTY: 1-800-684-7053 | International: 1-531-262-5282 or visit moneynetwork.com/edd