Reissuing Cards

Keeping CU*BASE Card Expiration Dates in Sync with Vendor Dates

INTRODUCTION

There are two tools in CU*BASE that allow credit unions to update ATM, debit, and credit card expiration dates. The tools function largely the same; they list cards according to a range of expiration dates, allowing the user to verify which cards should be updated and to what new date. The difference is that one tool is informational to keep card expiration dates on CU*BASE in sync with the dates on the actual plastics from the vendor, and the other actually sends a card file to reissue the updated cards – the latter option is only available for certain vendors that have been configured to accept these files, so it is likely that the first tool is for you (but we will cover both in this guide). With the second tool, credit unions can also choose to charge a fee for the reissue of these cards; these fees can be set up for individual BINs but also have the capability to be waived per member, if you so desire.

This booklet will cover both tools:

- *If you want to use this to update the expiration dates of your cards and do not need to send a maintenance file to your vendor*, use **Tool #1120 *Update Card Expiration Dates*** on **page 3.**

- *If your vendor requires a maintenance file when you update expiration dates,* use ***Tool #147 Process Card Expirations with Vendor*** on **page 6.**

CONTENTS

TOOL #1120 UPDATE CARD EXPIRATION DATES (NO VENDOR FILE)

Use these directions if you want to use this tool to update expiration dates of ATM, debit, and credit cards to keep them in sync with your vendor.

THE PROCESS

Use **Tool #1120** *Update Card Expiration Dates* to begin the process of updating the expiration dates of the cards.

First, use the spyglass to select the BIN you'd like to work with. Then, enter the card expiration date range to pull up cards expiring between those dates.
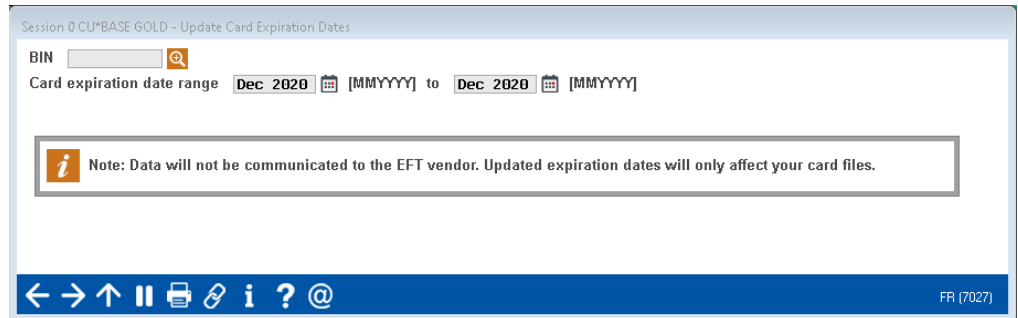
This may take a moment while CU*BASE decrypts the card data for display. Once the card data has been decrypted, the selected cards will appear on screen.

Tool #1120 Update Card Expiration Dates
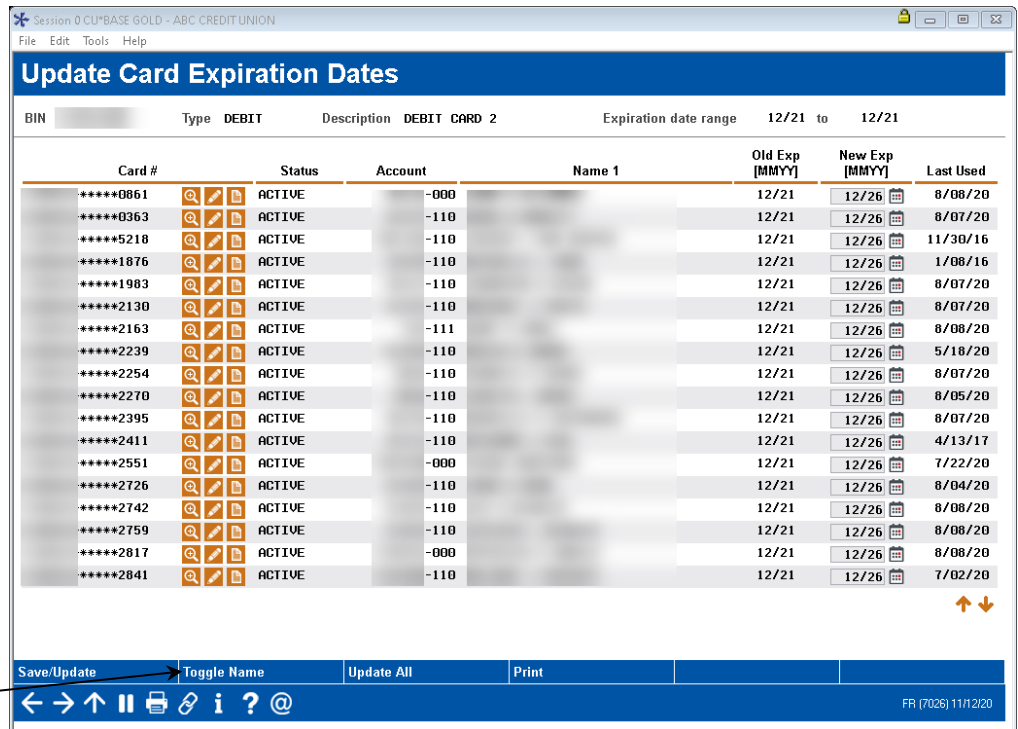
Use *Toogle Name (F11)* to view the Name 2 record on the card.

- Use the 🔍 to view the member's account inquiry.
- Use the ✏ to access the [ATM/Debit Card Maintenance](#) screen.
- Use the 📄 to leave or review Member Trackers.

The expiration tool lists all members from your selected BIN with an expiration date that falls within your selected date range. Cards with a *Closed* or *Hot* status will not appear, nor will members whose SSN appears in the [Plastic Orders Blocked Person list](#).

When entering this tool, new expiration dates will automatically populate based on the settings in your BIN configuration that indicate the months until expiration.

To print a report of the selected cards without making any updates, use the *Print (F14)* button to print the UPANEXP-1 report.

UPANEXP-1 Report (Audit Report)

```
11/10/20  22:41.34                      ABC CREDIT UNION                            UPANEXP-1      PAGE
    RUN ON  11/10/20               MANUAL EXPIRATION DATE - LISTING                 USER STACYB
  BIN: xxxxx4000  BIN TYPE: DEBIT   EXPIRATION DATES SELECTED: FROM 12/2021  TO 12/2021
                                                            OLD EXP      NEW EXP      LAST
  CARD NUMBER           STATUS        ACCOUNT NAME            DATE         DATE        USED
  520xxx******1111      ACTIVE      11123-000 JUAN R MEMBER   12/21        12/26      8/08/20
  520xxx******2222      ACTIVE      55567-110 ADAM M MEMBER   12/21        12/26      8/07/20
  520xxx******3333      ACTIVE      999877-110 JOSEPH J VAN MEMBER 12/21   12/26     11/30/16
  520xxx******4444      ACTIVE      44444-110 MICHELLE L MEMBER 12/21      12/26      1/08/16
  520xxx******5555      ACTIVE      88888-000 KAYLA M MEMBER   12/21        12/26      5/17/20
  520xxx******6666      DENY        12311-110 OLIVIA D MEMBER  12/21        12/26     11/26/18
  520xxx******7777      ACTIVE      33333-111 ANGELA MEMBER    12/21        12/26      8/06/20


  TOTAL NUMBER OF CARDS WITH EXPIRATION DATES UPDATED:         0

                              *** END OF REPORT ***
```

To update the cards, you may manually enter new or different expiration dates into the **New Exp [MMYY]** fields, or simply use the *Save/Update (F5)* button to save the card dates as is (a confirmation window will appear).

Save/Update Confirmation Window
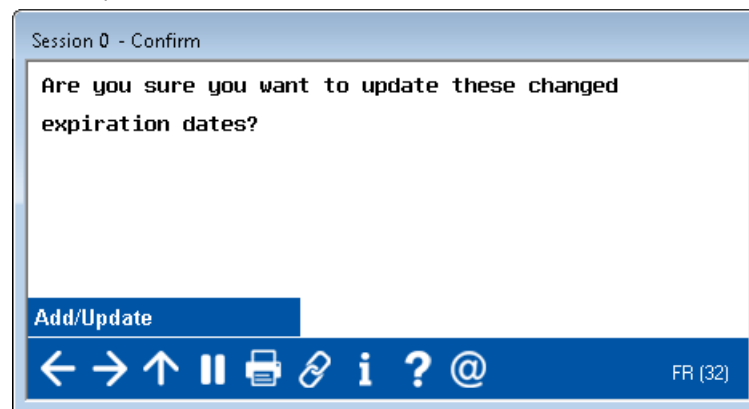
If you wish to select a new date that is not the date shown on the card records, use the *Update All (F12)* button to select a new expiration date to apply to all of the cards.

Update All Confirmation Window

When finished, use the *Save/Update (F5)* button to save your changes and print the change report.

UPANEXP-1 Report (Update Report)

```
11/10/20  22:41.34                        ABC CREDIT UNION                                    UPANEXP-1      PAGE
       RUN ON  11/10/20                  MANUAL EXPIRATION DATE - UPDATE                       USER STACYB
 BIN: xxxxx4000  BIN TYPE: DEBIT   EXPIRATION DATES SELECTED: FROM 12/2021  TO 12/2021
                                                                   OLD EXP       NEW EXP       LAST
   CARD NUMBER          STATUS          ACCOUNT NAME                 DATE          DATE         USED
   520xxx******1111     ACTIVE     11123-000 JUAN R MEMBER          12/21         12/26       8/08/20
   520xxx******2222     ACTIVE     55567-110 ADAM M MEMBER          12/21         12/26       8/07/20
   520xxx******3333     ACTIVE     999877-110 JOSEPH J VAN MEMBER   12/21         12/26       11/30/16
   520xxx******4444     ACTIVE     44444-110 MICHELLE L MEMBER      12/21         12/26       1/08/16
   520xxx******5555     ACTIVE     88888-000 KAYLA M MEMBER         12/21         12/26       5/17/20
   520xxx******6666     DENY       12311-110 OLIVIA D MEMBER        12/21         12/26       11/26/18
   520xxx******7777     ACTIVE     33333-111 ANGELA MEMBER          12/21         12/26       8/06/20

 TOTAL NUMBER OF CARDS WITH EXPIRATION DATES UPDATED:          46

                                   *** END OF REPORT ***
```

TOOL #147 PROCESS CARD EXPIRATIONS WITH VENDOR (AND SEND A MAINTENANCE FILE)

Use these directions if you want to use the tool to update the expiration dates of your ATM, debit and credit cards *as well as to send a file of this maintenance information to your vendor.* Note that you may also use this option to work the expiration dates of your cards, and so long as your BINs are not configured to send a file to the vendor, no file will be sent. We strongly recommend using the non-vendor tool, Tool #1120, instead.

CONFIGURATION

Certain configuration settings allowing expiration updates *as well as the sending of a maintenance file* are required for this option. Contact a Client Services Representative for assistance. *Self-processors,these configuration settings are in the Vendor Maintenance screen.*

The BIN configuration includes settings to allow for the expiration update and reissue of the maintenance file. It also allows you to charge for the service, enter a fee amount, a fee G/L, and a fee transaction description. (See Questions about Fees section below.)

*Online clients, you may view your BIN configuration via **Tool #146 ATM/Dbt/Crdt: BIN Config Inquiry**. Contact a Client Services Representative for assistance in changing your configuration.*

Card Expiration				
Card expiration process	● Update expiration dates & process card reissues		○ Expiration dates only	
☑ Charge fee for reissued cards	Fee amount 10.00	G/L account 87.00	Transaction description	DEBT CRD REISSUE FEE
☐ Multiply fee amount by # of cards	(Fees will post to the funding account)			

Refer to Online Help for assistance with these fields. Click [i] *while working on this screen.*

QUESTIONS ABOUT FEES

Can I charge a fee per card? You can select whether to charge a fee for each card or just one fee per account. For example, if account #1234 had two cards, and your fee was $10.00, you could select whether to charge this member $10.00 or $20.00 for the service.

Can I charge a zero-dollar fee? The screen does allow you to enter a zero-dollar fee so that the process is documented with a non-monetary transaction on the member's statement and e-statement.

What sub account is charged the fee? What happens if the member does not have sufficient funds to cover the fee?

For credit cards, the fee is charged to the credit card. Since this is an addition to the charges, the member is always charged the fee.

For ATM/Debit cards, the fee is charged to the funding account for the card. If the member does not have enough funds in this account to cover the fee,

the fee will not be charged. This will appear as an exception on the Exception Fee Posting Report (PESTMTN3X).

THE PROCESS

Use **Tool #147** *Process Card Expirations with Vendor* to begin the process of updating the card expiration dates.

Process Card Expirations with Vendor (Tool #147)
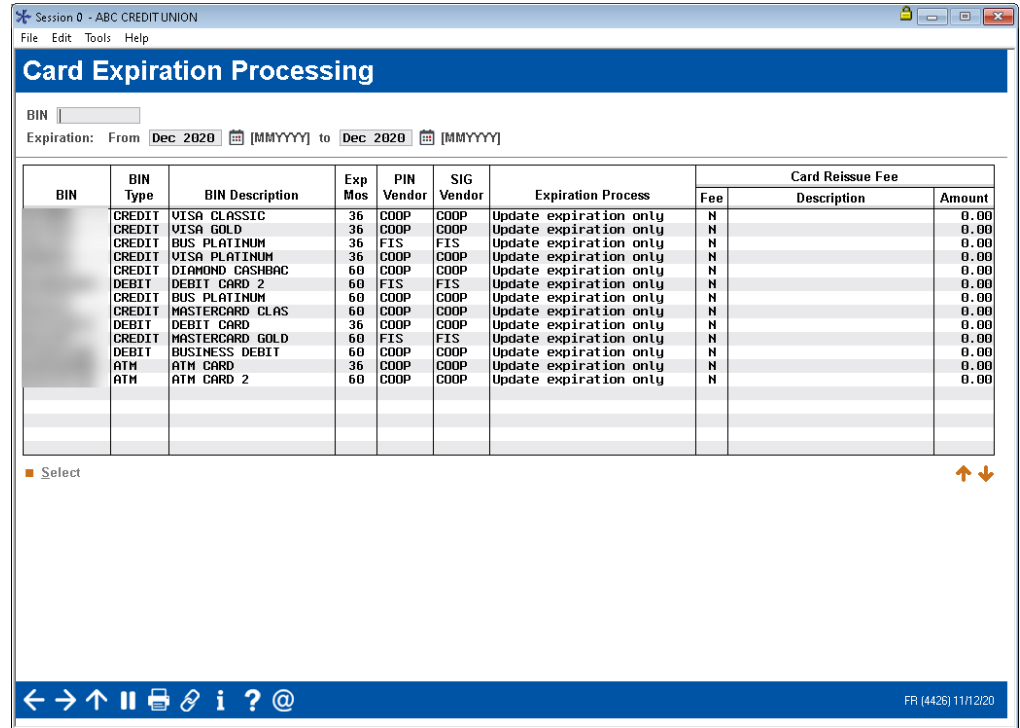
1. From the entry screen, select the range of card expiration dates you wish to review. This will default to the next month, but the range can be expanded to include more than one month or a previous month.

2. Select the BIN whose cards you wish to review and use the Select option. You will view BINs for credit cards, as well as ATM and Debit cards, depending on your system.

3. The following screen will appear as the cards are decrypted for use with this feature:
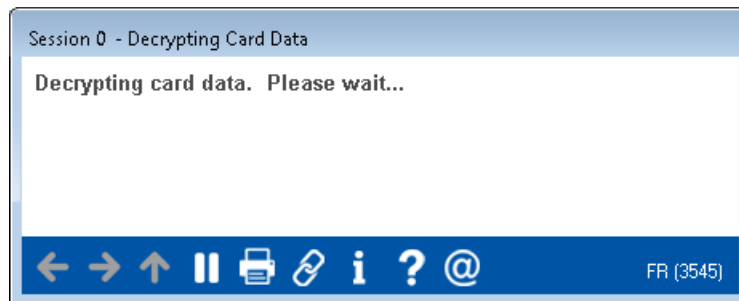
Card Reissue Update Screen

If you do not want a card expiration date to be updated, check the box in the Skp column.

If your credit union is charging a fee, leave this box checked to charge the fee.   Uncheck if you do not wish to charge the fee.

Click *Print* (F21) to generate a preliminary report of cards that will be issued prior to posting the final batch. This is the same report you will generate at final posting.

This button (F10) will toggle you between cards whose expiration dates will be updated on all cards.

Column Descriptions

Column	Description
Skp (Skip)	If this checkbox is checked, the expiration date of this card will not be updated. Certain card statuses and block codes will cause this checkbox to be automatically checked.
Charge Fee	If your credit union charges a fee, check this box to charge a fee. Uncheck if you do not wish to charge a fee for the selected account. *Credit unions who do not charge a fee can disregard this column.* • NOTE: A credit union can charge a zero-dollar or non-monetary fee.
Card #	The ATM/Debit or credit card number.
St (Status)	A code in this field indicates that the card has an account status code or a block code, such as "High Balance Account." See page 13 for a listing of codes and their explanations.
Account	The funding account associated with the ATM or credit card
Name 1, Name 2	The names that will be embossed on the card, listed in the Name 1 and Name 2 lines on the Card Maintenance screen
New Ext/Show Old	This toggles between the new and current expiration date.
Last Used	The last date that transactions were processed on the card.
#	The number of cards that will be reissued Some accounts may have multiple cards. (The BIN configuration determines if one or multiple fees will be assessed for multiple cards.)

4. Work the cards listed on the screen. You may exit this screen and then return to continue working the list though a series of days until you have worked the entire list. The cards will not be processed until you have completed working the list.

- Place a check in the "Skp" column for cards you do not want to reissue.

    i. **NOTE:** Some cards will be automatically blocked due to a code in the Status column. The expiration dates of these cards cannot be updated, and the checkmark cannot be removed. Some codes allow updating of expiration dates, such as cards with a high balance or cards that are marked as having a wrong address. For these cards, you must check the checkbox so that these cards are not reissued. **(See page 13 for a list of these codes.)**

- You may wish to review an individual account, perhaps to view the address or account history. Select the card from the list and use Inquiry to view the account attached to the card..

- You may wish to perform maintenance on a card, for example to reissue multiple cards or add a new name to the card reissue. Select the card and use Maintenance. Then you may wish to record your actions for future research in a Tracker entry by using Tracker Review.

- At any time, you can print a preliminary report of your results by using *Print* (F21).

- NOTE: You may enter and exit this screen as many times as you want to work the listing. Continue to the following steps when you are ready to post your work.

5. Once you have worked your list and checked all the card numbers you wish to block from reissue, use ***Process Updates*** (F5) to move to the final confirmation screen.

Final Confirmation Screen


```
Session 0 - Confirm Card Updates

BIN  ▓▓▓▓▓▓            Original expiration dates:  From  Dec 2021   To  Dec 2021

Total # of cards in batch           368        ┌──┐  Card expiration dates will be updated according to the
# of cards to be reissued           357        │ i│  number of months on the BIN configuration. If you have
# of cards skipped                   11        └──┘  not finished, Skip and return to the menu. Settings are
Number of cards closed/blocked        0              saved but nothing will be posted until update is
                                                     confirmed.

Post/Confirm Updates
Skip

← → ↑ ‖ 🖨 🔗 i ? @                                                            FR (4432)
```

6. The final confirmation screen lists the number of cards in the batch, the number of cards whose expiration dates will be updated, and the number of cards that will be included in the maintenance file. The screen also includes information on fees, cards skipped, and cards blocked. Use ***Post/Confirm*** (F5) (on the previous screen) to continue.

- **NOTE:** The dates are updated immediately after clicking F5-Post/Confirm.

7. Select the criteria for the data that will appear on the report. Select whether to add member addresses or blocked cards to the report. You will have the option of returning to this screen to print additional reports.

8. Press Enter to generate the report. This report is identical to the report you create by using *Print* (F21) from the screen where you work the cards. See the reports beginning on page 11 for examples. Reports print immediately.

> *While the review date is generally updated when the expiration date is updated, this is not the case with accounts with a loan category marked for 1098 reporting (such as your HELOC loans). Only the card expiration date will be updated when the batch reissue is placed for these cards.*

9. At End-of-Day, the final reports are also generated and archived in CU*SPY. These reports contain information on all cards that were included in the processing, including both blocked and unblocked cards.

REPORTS FROM TOOL #1120

Update Card Expirations (UPANEXP-1)

```
11/10/20  22:41.34                        ABC CREDIT UNION                              UPANEXP-1      PAGE
         RUN ON  11/10/20               MANUAL EXPIRATION DATE - LISTING                USER STACYB
BIN: xxxxx4000  BIN TYPE: DEBIT   EXPIRATION DATES SELECTED: FROM 12/2021  TO 12/2021
                                                              OLD EXP       NEW EXP       LAST
CARD NUMBER          STATUS         ACCOUNT NAME                DATE          DATE        USED
520xxx******1111     ACTIVE        11123-000 JUAN R MEMBER      12/21         12/26      8/08/20
520xxx******2222     ACTIVE        55567-110 ADAM M MEMBER      12/21         12/26      8/07/20
520xxx******3333     ACTIVE        999877-110 JOSEPH J VAN MEMBER 12/21       12/26      11/30/16
520xxx******4444     ACTIVE        44444-110 MICHELLE L MEMBER  12/21         12/26      1/08/16
520xxx******5555     ACTIVE        88888-000 KAYLA M MEMBER     12/21         12/26      5/17/20
520xxx******6666     DENY          12311-110 OLIVIA D MEMBER    12/21         12/26      11/26/18
520xxx******7777     ACTIVE        33333-111 ANGELA MEMBER      12/21         12/26      8/06/20

TOTAL NUMBER OF CARDS WITH EXPIRATION DATES UPDATED:         0

                                     *** END OF REPORT ***
```

REPORTS FROM TOOL #147

Update Card Expiration (UNPANREIL-1)

```
 2/17/12  15:21.21                       CU*BASE CREDIT UNION                          UPANREIL-1     PAGE
         RUN ON   2/17/12RD EXPIRATION PROCESSING   UPDATE CARD EXPIR-UPDATE CARD EXPIRATION DATES   RE REPORT     USER ALYCIAM
BIN: 640705000  BIN TYPE: ATM    MONTHS TO EXPIRE: 36 EXPIRATION DATE RANGE:  1/2012 to  1/2012
 CARD REISSUE FEE DESCRIPTION:  WAIVED REISSUE FEE        CARD REISSUE FEE: Y     .00
INCLUDE MEMBER ADDRESS: N    INCLUDE CLOSED/BLOCKEDCARDS: N

                                                                                      OLD      LAST NO
SKIP  FEE CARD NUMBER        STATUS     ACCOUNT NAME 1               NAME 2            EXP.     USED CARD

  N    Y 6666666666666666666          1111-110 LARRY R MEMBER                         01/12 11/19/11    1
  N    Y 6666667777777777777          2222-000 PAUL M MEMBER                          01/12  1/01/12    1
  N    Y 6666667777777777722          23333-000 RENEE MEMBER                          01/12 10/05/11    1
  N    Y 6666667777777777733          24444-000 NICOLE E MEMBER                       01/12 10/05/11    1
  N    Y 6666667777777777744          29999-000 DEBRA S MEMBER                        01/12 12/24/11    1
  N    Y 6666667777777777755          30000-000 ALEXANDRIA J MEMBER                   01/12 11/21/11    1
  N    Y 6666667777777777766          30001-000 ANNE M MEMBER                         01/12 10/02/07    1


TOTAL NUMBER OF CARDS IN BATCH .:         7
NUMBER OF CARDS TO BE UPDATED ..:         7  NUMBER OF FEES TO BE POSTED:          7  TOTAL FEES:           .00
NUMBER OF CARDS SKIPPED . . . . .:        0
NUMBER OF CARDS CLOSED/BLOCKED .:         0
NUMBER OF CARDS WITH ALT ADDRESS:         0

                                     *** END OF REPORT ***
```

(Alternate) Update Card Expiration with Address (UNPANREIL-1)

You must check "Include member address" on the Report Selection screen to receive this version of the report.

```
 2/28/12  11:34.58                       CU*BASE CREDIT UNION                          UPANREIL-1     PAGE
         RUN ON   2/28/12RD EXPIRATION PROCESSING   UPDATE CARD EXPIR-UPDATE CARD EXPIRATION DATES   RE REPORT     USER ALYCIAM
BIN: 488825      BIN TYPE: CREDIT  MONTHS TO EXPIRE: 36 EXPIRATION DATE RANGE:  3/2012 to  3/2012
 CARD REISSUE FEE DESCRIPTION:  VISA REISSUE FEE          CARD REISSUE FEE: Y    5.00
INCLUDE MEMBER ADDRESS: Y    INCLUDE CLOSED/BLOCKEDCARDS: Y
SKIP  FEE CARD NUMBER        STATUS NAME                          EMBOSSED LINE 1
         FUNDING ACCOUNT        ADDRESS                 EXPIRES   EMBOSSED LINE 2        CARD USED  # CARDS

  Y    N 9999990010001111      *D DAVID L MEMBER        03/12     DAVID L MEMBER          12/09/11   1
         3333-866               1050 S ABC RD

                                ANYCITY, MI 400000000

  Y    N 9999990010001111      *D DAVID L MEMBER        03/12     SHARON MEMBER           12/09/11   1
         3333-866               1050 S ABC RD

                                ANYCITY, MI 400000000

  N    Y 9999990010003333         DAWN M OTHERMEMBER    03/12     DAWN M OTHERMEMBER      12/30/11   1
         22222-866               39529 ABC ST

                                ANYCITY, MI 400000000
```

Update Card Expiration (Old and New Expiration Dates) (UNPANREIL-2)

```
2/17/12  15:21.21                          CU*BASE CREDIT UNION                    UPANREIL-2     PAGE
    RUN ON  2/17/12RD EXPIRATION PROCESSING   UPDATE CARD EXPIR-UPDATE CARD EXPIRATION DATES   RE REPORT    USER ALYCIAM
 BIN: 640705000 BIN TYPE: ATM    MONTHS TO EXPIRE: 0 EXPIRATION DATE RANGE:  1/2012 to  1/2012
  CARD REISSUE FEE DESCRIPTION:  WAIVED REISSUE FEE     CARD REISSUE FEE: Y      .00

                                                OLD  NEW  NO.
 SKIP  FEE CARD NUMBER       STATUS     ACCOUNT  EXP. EXP. CARD      COMMENT

   N    Y  6666666666666666666           1111-110 01/12 01/15   1
   N    Y  6666667777777777777           2222-000 01/12 01/15   1
   N    Y  6666667777777777722          23333-000 01/12 01/15   1
   N    Y  6666667777777777733          24444-000 01/12 01/15   1
   N    Y  6666667777777777744          29999-000 01/12 01/15   1
   N    Y  6666667777777777755          30000-000 01/12 01/15   1
   N    Y  6666667777777777766          30001-000 01/12 01/15   1


 TOTAL NUMBER OF CARDS IN BATCH .:       7
 NUMBER OF CARDS TO BE UPDATED ..:       7  NUMBER OF FEES TO BE POSTED:       7  TOTAL FEES:          .00
 NUMBER OF CARDS SKIPPED . . . . .:       0
 NUMBER OF CARDS CLOSED/BLOCKED .:       0
 NUMBER OF CARDS WITH ALT ADDRESS:       0

                                        *** END OF REPORT ***
```

Reissue Fee Posting Report (UNPANREIP)

```
2/17/12  15:21:21                          CU*BASE CREDIT UNION                    UPANREIP       PAGE
    RUN ON   2/17/12                       REISSUE FEE POSTING REPORT                            USER  ALYCIAM

      ACCOUNT        PREVIOUS                         CURRENT
      NUMBER         BALANCE        AMOUNT            BALANCE DESCRIPTION
     1111-110          .00            .00               .00  WAIVED REISSUE FEE   CARD ****6666
     2222-000          .00            .00               .00  WAIVED REISSUE FEE   CARD ****7777
    23333-000          .00            .00               .00  WAIVED REISSUE FEE   CARD ****7722
    24444-000          .00            .00               .00  WAIVED REISSUE FEE   CARD ****7733
    29999-000          .00            .00               .00  WAIVED REISSUE FEE   CARD ****7744
    30000-000          .00            .00               .00  WAIVED REISSUE FEE   CARD ****7755
    30001-000          .00            .00               .00  WAIVED REISSUE FEE   CARD ****7766


                                     TOTAL          TOTAL
                                     COUNT          AMOUNT
 TOTAL NUMBER OF RECORDS ERROR:        0             .00   CARD COUNT ERROR:          0
 TOTAL NUMBER OF SALES TAX    :        0             .00
 TOTAL NUMBER OF RECORDS CHARGED:      7             .00   CARD COUNT:                7


                                     ***END OF REPORT***
```

Reissue Fee Exceptions Report (UNPANREIP)

```
2/28/12  11:35:02                          CU*BASE CREDIT UNION                    UPANREIP       PAGE
    RUN ON   2/28/12                       REISSUE FEE EXCEPTIONS                                USER ALYCIAM

ACCOUNT
NUMBER               AMOUNT DESCRIPTION
   29999-866          5.00   Fee waiver error: Non-sufficient funds
   29999-866          5.00   Posting error    : 4707-No funds available for action
   39999-866          5.00   Fee waiver error: Non-sufficient funds
   39999-866          5.00   Posting error    : 4707-No funds available for action
   44444-866          5.00   Fee waiver error: Non-sufficient funds
   44444-866          5.00   Posting error    : 4707-No funds available for action
   55555-866          5.00   Fee waiver error: Non-sufficient funds
   55555-866          5.00   Posting error    : 4707-No funds available for action
   66666-866          5.00   Fee waiver error: Non-sufficient funds
   77777-866          5.00   Posting error  : 4707-No funds available for action

                                     TOTAL          TOTAL
                                     COUNT          AMOUNT
 TOTAL ERRORS PROCESSED :              5            25.00   CARD COUNT ERROR:          5
    TOTAL EXCEPTIONS FOR :                            5

                                     ***END OF REPORT***
```

STATUS CODES

Following is a key for the codes that might appear in the Status (ST) column.

Account Codes		
Code	Description	*Block from Reissue*
*M	Membership is closed.	Block from reissue
*A	Account record is closed.	Block from reissue
*D	Duplicate Card	Block from reissue
*C	Closed Card (an X credit card status)	Block from reissue
*2	*The second name is missing on the Card Maintenance screen.	Block from reissue
*3	*The third name is missing on the card.	Block from reissue
*4	*The fourth name is missing on the card.	Block from reissue
*5	*The fifth name is missing on the card.	Block from reissue
*6	*The sixth name is missing on the card.	Block from reissue
*7	*The seventh name is missing on the card.	Block from reissue
*8	*The eighth name is missing on the card.	Block from reissue
*9	*The ninth name is missing on the card.	Block from reissue
Block Codes		
A	Invalid Address	Allow
B	Bankruptcy	Allow
C	One Cycle Delinquent	Block from reissue
D	Deceased	Block from reissue
F	Fraud	Block from reissue
G	Marital Problems	Block from reissue
H	High Balance	Allow
I	VIP (Very Important Person)	Allow
J	Collection Account	Block from reissue
K	Closed – Per Institution	Block from reissue
L	Lost Account	Block from reissue
N	Closed – Annual Fee Not Paid	Block from reissue
P	Past Due 5 days	Allow
Q	Charge Off	Block from reissue
S	Stolen Account	Block from reissue
U	Credit Counseling	Block from reissue
V	Closed – See File	Block from reissue
W	Closed – Transfer Balance	Block from reissue
X	Closed – Per Cardholder	Block from reissue
Y	Collection – Legal Pursuit Pick-Up	Block from reissue

Z	Cardholder Dispute	Allow
AD	Lost/Stolen-Capture	Block from reissue
AE	Fraud-Capture	Block from reissue
AK	Restricted-Capture	Block from reissue
AL	Bad Debt-Capture	Block from reissue
ND	Lost/Stolen	Block from reissue
NE	Fraud	Block from reissue
NK	Restricted	Block from reissue
NL	Bad Debt	Block from reissue

* The name in question is missing from the Card Maintenance screen (the screen allows for a primary, secondary, and seven additional optional names), and without a name in this field, a card cannot be reissued for this person.

PLASTICS ORDERS FRAUD BLOCK LIST

If a person or organization is on the plastics fraud block list, you will be unable to reissue a card for them. Fraud Block Lists are accessed via **Tool #892** *Fraud Block List/Blocked Persons List*.

Tool #147 *Process Card Expirations with Vendor* **will** display cards with MASTER SSN/TIN in the Plastic Orders Blocked Persons List and will have a *B in the St (Status) field.

Tool #1120 *Update Card Expiration Dates* **will NOT** display any cards that are listed under a MASTER SSN/TIN in the Plastic Orders Blocked Persons List.

If a match is found on a block list, follow your credit union policies and procedures. (In order to remove the block, you will need to remove the membership from the Plastic Orders block list.)

- Learn more in online help <u>Overview: Fraud Block Lists</u>.