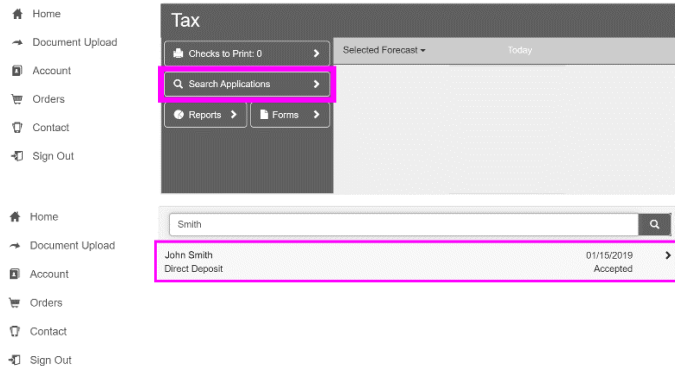


# DISBURSEMENT CHANGE - ONLINE SUPPORT REQUEST

Reminder: disbursement change requests can be made for taxpayers who have either Direct Deposit or Card disbursement to have a check disbursement. If we have received notification of federal or state funding, we cannot change the disbursement request.

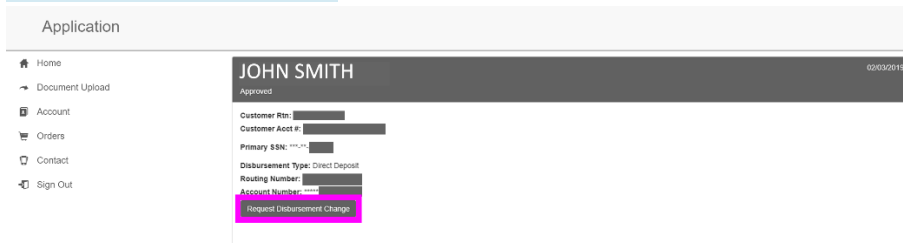
## SEARCH FOR THE CUSTOMER

Select “SEARCH APPLICATIONS” from the homepage, enter your customer’s Last Name or SSN, and click to open.

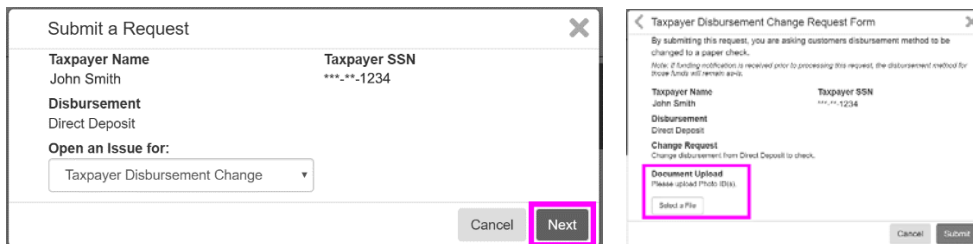


## SUBMIT DISBURSEMENT CHANGE REQUEST

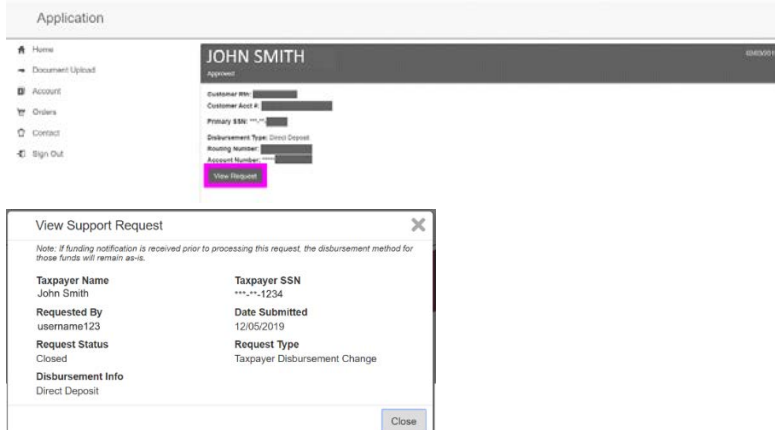
1. If your customer has not yet received their state or IRS refund, you will see at the top a **BUTTON TO “REQUEST DISBURSEMENT CHANGE.”** Click on that to open the request.



2. **REVIEW** the customer information and select “Next.” Click “Select a File” to **UPLOAD THE CUSTOMER(S) PHOTO ID(S)**. Click **“SUBMIT”**



3. 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**

**DISBURSEMENT CHANGE FORM**

**REMINDER:** By submitting this form, you are asking EPS Financial to CHANGE THE DISBURSEMENT FROM A DIRECT DEPOSIT OR FASTERMONEY CARD TO A CHECK In E-collect, the account set up fee will be \$20 and additional deposit fee is \$10. **If the original disbursement is a check, we cannot change the disbursement.**

DATE:

EFIN:

LAST 4 OF SSN:

CHECK AMOUNT:

TAXPAYER'S NAME:

REASON FOR REQUEST:

**REMINDER:** EPS can only change the disbursement method BEFORE RECEIVING FUNDING from the IRS or State. If we receive funding before receiving this form, the disbursement method for the taxpayer will remain as-is.

- CHANGE FROM A DIRECT DEPOSIT TO A CHECK
- CHANGE FROM FASTERMONEY CARD TO A CHECK

TAXPAYER'S SIGNATURE:

DATE:

UPLOAD THIS FORM IN YOUR DIRECT ACCOUNT AT EPSTAX.NET OR EMAIL TO TAXFORMS@PATHWARD.COM

ERO SIGNATURE:

DATE: