

Republic Bank Required Forms

1. Client needs to correct name on account:

- Need copy of current valid ID
- Completed Taxpayer Maintenance Form signed by Taxpayer only and should accompany any other forms listed below to get name corrected.

2. Client needs to update address with Republic Bank BEFORE check is issued:

- Need copy of current valid ID
- Proof of new address such as utility bill or bank statement dated within the last 90 days with client name and new address.
- Completed Taxpayer Maintenance Form signed by Taxpayer only

3. Client never received check that was issued by Republic Bank:

- Need copy of current valid ID
- Proof of address such as utility bill or bank statement dated within the last 90 days with Taxpayer name and address. (This is needed even if address is the same)
- Completed Stop Payment Form signed by Taxpayer and Tax Preparer. NOTE: If Taxpayer address has changed the new address can be provided on this form and Taxpayer Maintenance form not required.
- If prior year return, a Check Reissue Form will be required. Requires signature of ERO. (Cannot be completed in office and assistance will be needed for this form)

4. Client wants to change disbursement method to a check:

- Must be provided before IRS issues and Republic Bank processes refund.
- Completed Change Disbursements to Check Form signed by Taxpayer only with explanation for reason for the change.

5. Client refund was issued as Direct Deposit to client account but deposit was not received and not returned to Republic Bank:

- Client should first check with bank and verify deposit is not present in the account. Republic Bank can provide a trace number for the transaction for client to provide to bank to try to locate the direct deposit.
- Completed Direct Deposit Research Form signed by taxpayer only if deposit is not found.

6. Client does not have a Permanent Address and needs to have check mailed to one of our offices (By Approval of AM, GM or AGM only and should not be offered unless client has issues with receiving mail):

- Any scenario above that requires proof of address. Proof of address will be replaced by letter signed by Taxpayer providing office location and address as the requested location for check to be mailed to.

7. Client check is showing cleared but client states they did not receive or cash it:

- Republic Bank will need to be contacted and advised of the situation and a copy of the cleared check will need to be obtained from Republic Bank.
- Once cleared check is received, client should contact Republic Bank Fraud Department at 877-532-4535 for an investigation to be started. Client will work directly with Republic Bank at that point.
- Republic Bank will likely ask for a Police Report to be filed.