



Agent Renewal Application

Initial applications must be made in person. Expired agent cards > 60 days must be in person.

> Helpful phone numbers: Customer Support 294-5019 // Pass & ID:

Requesting Agent Info:

First Name:

Last Name:

E-mail Address:

Phone Number:

duty cell

Previous Agent ID Number

Agent Reason: Please select the justification for the agent letter from below.

Comments: If it's not identified, please explain in the text box. *Please enter any additional information that will help us process your request in a timely manner.*

Patron Name(s): Identify the full name(s) of the patron the agent will be acting on behalf of, followed by DoD Beneficiary Number or SSN found on an 1172 or ID card. (example: Mickey Mouse / 1234567800)

Please select all forms being provided with this application: *****Scanned/photo copies MUST be in color, they will be rejected if not***** *Identity source documents must be bound to applicant and shall neither be expired nor canceled. If the two identity source documents bear different names, evidence of formal name change must also be provided.* It is better to submit too much information than not enough.

Birth Certificate (for all minors)

Power of Attorney

Other

Divorce Decree (listing all minors)

Photo ID of requesting agent *(Select type from drop down)* ****Required****

Adoption Paperwork

Military Photo ID(s) of all listed patrons ****Required****

Medical Note from Doctor

NEXT STEPS:

Send an **encrypted** email, **Subject line: AGENT Renewal_Last, First name (of agent)** with this form and all applicable "certified" color, copies of source documents identified to **55FSS.FSPS.CustomerService@us.af.mil**

Can't send encrypted message? Try out ARL SAFE to send encrypted messages from your personal computer. Go to <https://safe.arl.army.mil/> and send it to **55FSS.FSPS.CustomerService@us.af.mil** **This address does not apply to the warning on ARL SAFE to not send messages to group accounts.* You may have to verify ARL SAFE through your personal email (if used) before it will send to our org box. Another option is to password protect the attachment containing PII and send two separate emails, one containing the password protected attachment and another with the password in a separate email *(please see our website for instructions on password protecting).*

Please allow up to 5 duty days for actions to be completed before calling 294-5019 to check on the status.

An e-mail will be sent to the provided e-mail address when the letter has been approved and sent to Pass and ID for card issuance.

ACTIONS to be completed by the MPF ONLY

(enter date & initials of customer service technician completing action) Request

received date/by:

Complete letter sent to VCO date/by:

Agent was called or email was sent date/by: