

ENROLLMENT POLICIES AND PROCEDURES

IDNYC CARD FEES

Policy

The IDNYC card is free for new applicants. The program charges a \$10 fee only for the replacement of lost, stolen, damaged, or destroyed cards. For more information about IDNYC replacement cards, see the IDNYC replacement card policy.

All individuals seeking to replace a lost, stolen, damaged, or destroyed card can apply to replace the IDNYC card after paying the \$10 fee. Cardholders can pay the fee:

- In person, at a Department of Finance (DOF) Enrollment Center location, or
- Online, via the Online Portal

Only cashiers at Department of Finance locations may process payments for replacement cards.

City employees are prohibited from accepting *anything* from anyone for performing their City jobs. Accepting money, gifts, or any other form of payment for services rendered for an IDNYC card is grounds for termination and may result in criminal charges.

For more information on this issue, see this helpful pamphlet by the Conflicts of Interest Board of the City of New York, available at: http://www.nyc.gov/html/conflicts/downloads/pdf2/leaflets/one-page_guide.pdf.

FEE WAIVERS

Policy

Any individual who cannot afford to pay the fee may request, sign, and submit a Hardship Waiver with their replacement card application. A completed Hardship Waiver allows an applicant to obtain a replacement card for free.

Staff should ensure that all cardholders are aware of the Hardship Waiver, especially victims of crime who are applying to replace their stolen IDNYC cards.

Hardship waivers are available at all Enrollment Centers, and will be provided to cardholders upon request. The IDNYC Hardship Waiver is available on the HRA intranet at:

<http://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=7cd44a9d-f2c9-496e-9723-77ee35df8796>

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REFUND REQUEST POLICY

Purpose and Policy

This policy sets forth IDNYC's process for handling refund requests from cardholders who have paid online for replacement cards. IDNYC will issue a refund only when the cardholder (1) requests the refund within sixty (60) days of payment, and (2) has not completed the replacement application at an IDNYC enrollment center. Refunds will not be issued unless **both** of these criteria are met. The refund process is overseen by the Customer Service Manager, or his or her designee.

Procedure

When Customer Service (CS) receives a refund request, a CS assistant will reach out to the cardholder to get more information, including: the cardholder's name, the date of online payment, receipt (CPY) number, method of payment, and whether the cardholder completed the application at an enrollment center.

Upon receipt of the necessary information, the Customer Service Manager (or designee) will confirm the information and determine whether the cardholder is eligible for a refund. If s/he determines that the cardholder is eligible, the Procurement Coordinator will process the refund. Once the internal process is complete, Customer Service will notify the cardholder to expect a refund within ten (10) business days of the determination. If it is determined that the cardholder is not eligible for a refund, Customer Service will notify the cardholder that his or her refund request has been denied.