

**JPMORGAN EFS CENTRAL SUPPORT UNIT**

The following information is provided to help understand and utilize the Central Support Unit (CSU) provided by JPMorgan EFS in support of the U.S. Debit Card Program.

**What is CSU?** CSU is your primary point of contact for any issues with the debit card program and to answer any questions you may have about the program. Such as:

**PIN resets \* System problems \* Agent Service Center Report problems \***

**General Questions \* Bulk card orders \* Agent Service Center access problems**

**Reconciliation questions \* Funding requests and advice notices**

**Debit card orders \* Debit cards are not working**

***Who can contact CSU?*** Only authorized users of Central Support may contact CSU. Those individuals need to be listed on and have signed the CSU Authorized Signer form. The form should be updated every time someone needs to be added or removed from the list. ***All*** authorized users should be included on the form every time it is faxed since the new form will completely replace any previous form.

***Where is CSU located?*** Tampa, FL

***How can I contact CSU?*** You can e-mail CSU at [jpmefs.central.support@jpmorgan.com](mailto:jpmefs.central.support@jpmorgan.com). Or, you can call CSU directly toll-free at 1-888-606-5560. If you need to fax anything to CSU, the fax number is 813-432-4581.

***Does CSU actually do the work to correct the issues I contact them about?*** Although CSU can perform some functions, CSU is actually a central point of contact designed to receive, issue, and manage tickets for action and resolution. The actual work perform on any issue you communicate to CSU will normally be performed by subject matter, or technical experts in other areas of JPMorgan.

***What do I do if a user cannot access the Agent Service Center?*** This is usually caused by a user needing to have their PIN reset. Call CSU directly and they will often be able to reset the PIN on the call. Make sure to provide the User ID of the user that needs the reset. Please be prepared to verify the user’s e-mail address.

**Special Tips:**

* Anytime you contact Central Support, include the name of your agency and the specific program you are calling about during the call or in the e-mail. It is even better if you also provide the profile number of the specific program.
* If your concern needs immediate attention and is easy to explain, such as a PIN reset, call CSU directly.
* If your concern needs immediate attention, but requires providing information to explain the issue and/or screen prints, send an initial e-mail to CSU. Then follow up with a telephone call and explain that you just sent an e-mail providing more detailed information. This will allow CSU to understand the importance and get the ticket activated right away.
* For all other issues, always send an e-mail to open a ticket for your request. This assures an electronic record of the event and also allows you to fully and clearly describe the issue.
* Any time you send an e-mail to Central Support always use a description in the subject line that clearly pertains to that specific issue. Such as*: “Mary Smith unable to access reports - (program name)”*
* If you are reporting a problem with Agent Service Center or reports, it is always best to report the issue by e-mail. Please provide as much description of the issue as possible including what you were trying to do when the situation occurred. Also, always provide screen prints of any error messages you receive. This can help a technician quickly drill down to what is happening and will result in faster resolution.
* Have your password ready whenever you call CSU. You will be asked for your password on a random basis and when the topic of the call involves sensitive or privacy information.
* Always ask for a ticket number whenever you call Central Support.
* Ask to speak to a CSU Manager for management oversight if the person you speak with at CSU does not seem to understand your need, or does not seem to be handling your issue to your satisfaction.

***A final note:***

**Always contact Central Support first to report any problem instead of contacting John Grayson. The primary reason for this is that CSU is available 24x7 and can immediately act on your concern. Also, they may already be aware of the issue and can give you a status right away. Always copy John on any e-mails that you send to Central Support. This allows John to be aware of any issues and to escalate as appropriate.**