



Tis the Season...

ACP Package Policy

For safety reasons and cost, ACP can't forward any packages.

A package is defined as mail with any dimension larger than 12 inches wide, 15 inches long, 3/4 inches thick, or over 13 ounces in weight. You may be able to see a package tracked to the ACP mailbox. All packages are refused and returned to sender when the mail staff picks up the mail at the post office. ACP is unable to make arrangements for you to pick up mis-sent packages so please have a back up plan if that happens.



How can I receive packages?

- Have packages shipped to a friend or relative.
- Receive under an alias or initials at your actual address.
- Have packages shipped to a place of employment.
- Rent a mailbox from the U.S. Postal Service or a commercial mailbox store for package deliveries.
- Suggest gift cards or similar small items able to fit in an envelope.

How can I shop Online?

- Ship packages under an alias name to your actual address.
- Send online retail purchases to a store for pick-up (site-to-store option, or use an Amazon Locker).

How can I use my substitute address this holiday season?

- Packages you send should include your actual address (with an alias name or initials) or an alternate mailing address (relative/friend/work/rented mailbox) for the return address.

Do not use the ACP PO box as a return address on any package mailed.

- If a package is returned to the ACP address, it can't be forwarded back to you even if it has your ACP address as the return address.
- Cards or letters may include your name and authorization number in the return address. If cards are returned to the sender at the substitute address, we will forward them back to you.
- Without your name or authorization number in the return address on cards, we won't know to whom the mail should be returned.

Thank you!

Participants with New Dependents

If at any time minor dependents are added to your household, please contact the ACP as soon as possible. You can use the Change of Information form (COI) at the website to update your file. The form is located under the Participant link. The website is: https://www.sos.wa.gov/_assets/acp/coi-form-wtrust-name-6.2022_fillable.pdf

Insurance providers regularly address mail to the newly insured who are less than one year old.

If ACP doesn't have the name of the young one on file, we won't be able to forward the mail that has their name on the envelope, even with your PMB.

It is important to include all minor dependents (age 17 years or younger) in your household on your ACP file.

Change of Information
Return Form to ACP:

By Mail Address Confidentiality Program PO Box 257 Olympia, WA 98507-0257	By Fax 360-586-4388
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PMB Number (Required): _____

I'm using this form to update (please mark as applicable):

New Residential Address	New Phone Number or Email
New Mailing Address	Add or Remove Household Member(s) (adults over 18 must apply to ACP)
New Legal Name (documentation required: e.g. court order, dissolution paperwork)	Other (please explain):

Current/Former Name (required)	New Legal Name (if applies)		
New Actual Residential Address	City	State	Zip Code
New Mailing Address	City	State	Zip Code
New Phone Number	New E-mail Address		

Household Member Change(s): Add or Remove Dependents under 18
*Adults 18 and over please call ACP at 360-753-2972.

Dependent Name	Add or Remove	Date of Birth
	<input type="checkbox"/> Add <input type="checkbox"/> Remove	
	<input type="checkbox"/> Add <input type="checkbox"/> Remove	
	<input type="checkbox"/> Add <input type="checkbox"/> Remove	

Signature: _____ Date: _____

Revision 10/2021

Change of Information Form

Credit Report and Safety

Credit Freeze

A lot of information about you can be accessed from your credit report. If you are concerned about your perpetrator getting information about you from your credit report, you might want to consider placing a credit freeze on your report.

- A credit freeze restricts access to your credit report, it doesn't affect your credit score.
- You will still be able to get a free annual credit report.
- Your frozen credit report will be available to existing creditors and debt collectors.
- Credit reporting companies may charge fees to place the freeze on your report. There may also be charges or fees to temporarily lift the freeze on your report. The fees are commonly between \$5 to \$10.

Visit the Federal Trade Commission website for more in-depth information and instructions on how to place a freeze on your report.

<https://consumer.ftc.gov/articles/what-know-about-credit-freezes-fraud-alerts#can>

Call us with questions at (360) 753-2972 or 1 (800) 822-1065.