

## ***Frequently Asked Questions for AllTrust Payee.***

### **Address Changes and Reporting a Move**

**Q. I moved, what do I need to do?**

Notify our office right away! Most rents are scheduled to be released on the 1st. We REQUIRE at least 5 business days to process a rent change to ensure proper procedure. If you fail to report changes in a timely manner, you run the risk of rent being paid to the landlord on record.

**Q. I'm Homeless/Traveling, what do I need to do?**

Monthly verbal contact is REQUIRED. You MUST call the office to confirm the following information - Name, Date of Birth, Mailing Address, Phone/Message Number and Any Changes.

**\*Failure to report could result in holding your pay for contact.**

### **Extra Requests**

**Q. Can I make an extra request?**

We try to max personal spending whenever possible, however if there are accumulated savings that are not earmarked, a request can be made "Receipts Required", provided that all required receipts are accounted for and your account is in good standing.

**Q. How long does it take to process an extra request?**

Please allow at least 5 business days to process your extra request. If approved, the funds should post to your next personal spending allotment.

**Q. Why do I need to turn in receipts?**

For your protection the Social Security Administration REQUIRES our financial accountability.

**Q. What if I lost my receipts?**

If receipts are not available you may submit to our office a written statement with the date, amount received, place of purchase, items bought and signed by you.

### **Large Purchase Requirements**

**Q. I have Back Pay coming from SSA and all my current needs are met, how do I get access to my money?**

Your back pay will follow the same policy and procedures as any other request. Your receipts must be in order. We limit cash requests for personal purchases to \$100 receipts required. For big ticket items such as furniture or appliances we prefer to pay the store directly from an invoice.

**P.O. Box 650369  
Vero Beach, FL 32965  
772-226-0165  
FAX: 772-618-4647**

## Account Information

### Q. Can I get a copy of my ledger to see my account activity?

Yes! We can provide quarterly ledger reports upon request.

## Contacting AllTrust Payee

### Q. How can I contact AllTrust?

All services can be provided by email, phone, fax, or mail:

[admin@alltrustpayee.com](mailto:admin@alltrustpayee.com)

Phone Number-772-226-0165

Fax Number- 772-618-4647

Mailing address-

**P.O. Box 650369**

**Vero Beach, FL 32965**

### Q. How long should it take before I get a response from AllTrust?

Calls are returned in the order received. We return calls as soon as possible (usually the same day) when you provide good contact information. Please keep in mind some phone days are heavier than others.

### Q. Why didn't I get my call returned?

We do our best to return within two days. If you did not leave a clear name and return number, we will not be able to return your call. Also, repeat calling, or verbally abusive messages will not be returned. If you haven't heard from us within two business days, please call back.

**\*Be sure your voicemail is set up in case you miss our call.**

## Reporting Responsibilities

### Q. What if I fail to report changes?

Failure to report a change could result in an overpayment, or possibly your benefit being suspended until in compliance.

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