

Customer Service

FREQUENTLY ASKED QUESTIONS

- **Question 1:** If I am an alternate and the other alternate is still here, do I need to provide a new appointment letter?
- **Answer 1:** Yes. If you are no longer an appointed custodian and the other custodians are still on the account, we still need an appointment letter with your name removed.
- **Question 2:** Does my replacement be an NCO?
- **Answer 2:** No. There isn't a rank requirement for Bench-stock monitors.
- **Question 3:** Where can I find a template for new appointment letter?
- **Answer 3:** All appointment letters can be found on the Customer Service sharepoint. Ensure the new custodian sends us their training certificates.