

## Changing an Employer First or Last Name

- 1) Before an Employer can request Public Partnerships to change their first or last name in BetterOnline™, they will need to take the following steps:
  - a. Contact the Social Security Administration (SSA) and update their name and request a new Social Security Card.
  - b. Once the Employer receives a new Social Security Card, they will need to contact the IRS to update their name for their EIN.
    - i. The Employer will also need to request a new 147C letter from the IRS with their new name/EIN. Unfortunately, the IRS will not give PPL the correct EIN/name match. Only the Employer can get this information from the IRS. The next page includes the instructions for the Employer on how to obtain the 147C.
  - c. Once the Employer receives the 147C with the updated name there are multiple methods for submitting the name change request to Public Partnerships:
    - i. The Employer may call or email Public Partnerships Customer Service requesting the change and send the items listed below via fax# 1-844-399-6593, mail, or email. (PPLORFMAS@pcgus.com -send securely or request a secure email to respond to)
      1. Copy of the Social Security Card showing the new name
      2. 147C letter from the IRS
    - ii. The Employer may have their Case Management Entity submit the request along with a copy of the updated 147C and a copy of the new SSN card.

**NOTE:** Public Partnerships will not update the Employer's name in BetterOnline™ without the necessary documentation of the updated Social Security Card and 147C. **Case Management Entity staff should never attempt to change names or other demographic information in BetterOnline™.**

### How to ask the IRS for a 147C letter

#### *Instructions for Employers*

Here is what you will need to do to ask the IRS to confirm the Employer Name/EIN combination:

- 1) Call the IRS at 1-800-829-4933 and request Letter 147C to confirm the Employer/EIN combination. After selecting "English or Spanish", dial extension #1, then extension #3. If your previously established EIN has an associated D.B.A. (doing business as), request

the IRS to remove it from the account. Then, request the IRS to fax or mail Letter 147C to you. If mailed, the letter should arrive within seven days.

- 2) When the corrected Letter 147C has been received, please fax, email, or mail the document to PPL at the location below. If faxed, please allow 3 business days for processing time.

Fax: 1 (844) 399-6593

Email: PPLORFMAS@pcgus.com

Or

Mail: Public Partnerships LLC  
OR FMAS  
P.O. Box 50040  
Phoenix, AZ 85076

If you are not able to talk to the IRS on your own, you have two options:

Option 1)

You can use an interpreter to call the IRS if there is a language barrier. How that would work is the EOR and the interpreter would need to put the IRS on speaker phone. The IRS would ask the question, the interpreter would then ask the question to the EOR, the EOR would answer and then the interpreter would then respond to the IRS agent. The reason they need to be on speaker is because the IRS agent needs to be able to hear the interpreter ask the question and they need to hear that a response was given by the EOR.

Option 2)

The IRS will also allow a person who your Power of Attorney (POA) to request the 147C letter. Your POA would need to complete IRS form 2848. Next, your POA would call the IRS and the IRS agent would ask your POA to fax the POA while on the phone. Once the IRS receives the faxed 2848 form, they would proceed to continue the process. The IRS wants to make sure at the bottom of the 2848 where it says forms, it lists "147C letter". The IRS will ask personal security questions that your POA will need to know the answers to in order for the IRS to send the 147C.