

**POLICY: REPLACEMENT OF CERTIFICATES / WALLET CARDS**

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Replacements of certificates or wallet cards may be obtained after paying the appropriate fee. Replacement certificates and wallet cards will represent a copy of the original document and will clearly indicate that they are duplicates of the original.

Replacement of original certificates or wallet cards may be issued by the Chief Executive Officer upon evidence suitable to the ITA that:

- the certificate or wallet card is lost, in which case the applicant must explain the circumstances surrounding the loss, as far as they know;
- the certificate or wallet card is known or believed to have been stolen, in which case the applicant must explain the legal steps taken to recover the certificate or card;
- the certificate or wallet card is damaged, in which case it must be returned for replacement; or
- the holder of the certificate or wallet card has executed an official change of name, in which case evidence of the action must be supplied to the Chief Executive Officer.

All applications for replacement of certificates or wallet cards must be completed on the form provided by the ITA and must be notarized.

Approved: 10.Nov.04  
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06.Nov.08