

Welcome to the Universal Enrollment Services (UES) website, providing enrollment services for the Transportation Security Administration (TSA).



Transportation Worker Identification Credential (TWIC®)

- Order Extended Expiration Date (EED) TWIC
- Replace Lost or Stolen Card
- Replace Damaged Card

[Order EED/Replace Card](#)

- Enter enrollment information online
- Determine required identity documents
- Schedule an enrollment appointment

[Pre-Enroll Now](#)

Status Check

Check the status of your service



Appointment Scheduling

Schedule a new appointment, or change an existing appointment.



Enrollment Center Locator

Locate and get directions to an enrollment center near you.



Hazardous Materials Endorsement (HME)

For current information on the HME threat assessment program, please use the information and links below:

Websites:

www.tsa.gov/stakeholders/hazmat-endorsement-threat-assessment-program

eligibility requirements, required enrollment documentation, frequently asked questions, etc.

<https://hazprints.tsa.dhs.gov>

enrollment center locations and logistics, pre-enrollment (for individuals in states serviced by the TSA Agent), contact information for states not serviced by the TSA Agent, etc.

Call Center:

1-877-429-7746

Monday-Friday,
7AM-9PM (Eastern)

The use of the Universal Enrollment Services (UES), TWIC®, HME and HAZMAT names in connection with this website is with the express permission of the Department of Homeland Security, Transportation Security Administration

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Development by



a trusted partner

TWIC Replace Card

Enter Information

* Required fields

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

*First Name: John; Middle Name: Steven

*Last Name: Smith; Suffix: [dropdown]

*Gender: Male; *Date of Birth: 12/30/1972; Preferred Language: English

*Method of Contact 1: Country Code: United States (+1); Phone: 615-123-4567

*Method of Contact 2: Method: [dropdown]

*Primary Method of Contact: Method of Contact 1

Next >

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: [unreadable text] of your security threat assessment.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 3 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.

TWIC Replace Card

Enter Information

* Required fields

Ineligible for a card replacement.

Based on the information provided, your current TWIC is expired. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your TWIC is not expired, please call 855-DHS-UES1 (855-347-8371).

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

Form fields for personal information: *First Name (John), Middle Name (Steven), *Last Name (Smith), Suffix, *Gender (Male), *Date of Birth (12/30/1972), Preferred Language (English), *Method of Contact 1 (Country Code: United States (+1), Phone: 615-123-4568), *Method of Contact 2, *Primary Method of Contact (Method of Contact 1).

Next >

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: Furnishing this information is voluntary; however, failure to provide this information may result in an inability to approve your eligibility for a TWIC.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 6 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Enter Information

* Required fields

Unable to determine eligibility.

Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

*First Name: John Middle Name: Steven

*Last Name: Smith Suffix: [dropdown]

*Gender: Male *Date of Birth: 12/30/1972 Preferred Language: English

*Method of Contact 1 Country Code: United States (+1) Phone: 615-123-4568

*Method of Contact 2 Method: [dropdown]

*Primary Method of Contact: Method of Contact 1

Next >

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: Furnishing this information is voluntary; however, failure to provide this information may result in an inability to approve your eligibility for a TWIC.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 3 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.

TWIC Replace Card

Enter Information

* Required fields

Unable to determine eligibility.

If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct, please call 855-DHS-UES1 (855-347-8371) for more information.

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

Form fields for personal information: First Name (John), Middle Name (Steven), Last Name (Smith), Gender (Male), Date of Birth (12/30/1972), Preferred Language (English), Country Code (United States), Phone (615-123-4568).

Next >

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: Furnishing this information is voluntary; however, failure to provide this information may result in an inability to approve your eligibility for a TWIC.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 6 minutes.

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Enter Information

* Required fields

Server error.

We are currently experiencing technical difficulties and are unable to process your request. Please try again later or call 855-DHS-UES1 (855-347-8371).

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

*First Name <input type="text" value="John"/>		Middle Name <input type="text" value="Steven"/>
*Last Name <input type="text" value="Smith"/>		Suffix <input type="text"/>
*Gender <input type="text" value="Male"/>	*Date of Birth <input type="text" value="12/30/1972"/> <small>December 30, 1972</small>	Preferred Language <input type="text" value="English"/>
*Method of Contact 1		
Country Code <input type="text" value="United States (+1)"/>	Phone <input type="text" value="615-123-4568"/>	
*Method of Contact 2		
Method <input type="text"/>		
*Primary Method of Contact <input type="text" value="Method of Contact 1"/>		

Next ▶

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: Furnishing this information is voluntary; however, failure to provide this information may result in an inability to approve your eligibility for a Transportation Worker Identification Credential.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 6 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Enter Information

* Required fields

Service unavailable.

We are currently experiencing a high volume of requests. Please try again or call 855-DHS-UES1 (855-347-8371).

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

*First Name	Middle Name	
<input type="text" value="John"/>	<input type="text" value="Steven"/>	
*Last Name	Suffix	
<input type="text" value="Smith"/>	<input type="text"/>	
*Gender	*Date of Birth	Preferred Language
<input type="text" value="Male"/>	<input type="text" value="12/30/1972"/> <small>December 30, 1972</small>	<input type="text" value="English"/>
*Method of Contact 1		
Country Code	Phone	
<input type="text" value="United States (+1)"/>	<input type="text" value="615-123-4568"/>	
*Method of Contact 2		
Method		
<input type="text"/>		
*Primary Method of Contact		
<input type="text" value="Method of Contact 1"/>		

Next >

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: Furnishing this information is voluntary; however, failure to provide it will delay and may prevent completion of your security threat assessment.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 5 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Enter Information

* Required fields

Unexpected error.

If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct, please call 855-DHS-UES1 (855-347-8371) for more information.

Please enter your information below to determine if you are eligible for a card replacement or EED. Then click 'Next' to continue.

*First Name	Middle Name	
<input type="text" value="John"/>	<input type="text" value="Steven"/>	
*Last Name	Suffix	
<input type="text" value="Smith"/>	<input type="text"/>	
*Gender	*Date of Birth	Preferred Language
<input type="text" value="Male"/>	<input type="text" value="12/30/1972"/> <small>December 30, 1972</small>	<input type="text" value="English"/>
*Method of Contact 1		
Country Code	Phone	
<input type="text" value="United States (+1)"/>	<input type="text" value="615-123-4568"/>	
*Method of Contact 2		
Method		
<input type="text"/>		
*Primary Method of Contact		
<input type="text" value="Method of Contact 1"/>		

Next ▶

PRIVACY ACT STATEMENT:

Authority: The authority for collecting this information is 49 U.S.C. 114, 40113, and 49 U.S.C. 5103a.

Purpose: This information is needed to verify your identity and to conduct a security threat assessment to evaluate your eligibility for a Transportation Worker Identification Credential.

Routine Uses: Routine uses of this information include disclosure to the FBI to retrieve your criminal history record; to TSA contractors or other agents who are providing services relating to the security threat assessments; to appropriate governmental agencies for licensing, law enforcement, or security purposes, or in the interests of national security; and to foreign and international governmental authorities in accordance with law and international agreement.

Disclosure: Furnishing this information is voluntary; however, failure to provide it will delay and may prevent completion of your security threat assessment.

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 26 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 09/30/2013.

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Select Reason

Extended Expiration Date (EED)

You are eligible to replace your TWIC with a three-year extended expiration date (EED) TWIC for a reduced fee of \$60. If you would like to take advantage of this opportunity please select one of the reasons below that offers the three-year extension. [Click here](#) for further information on EED TWICs.

Please select the reason for your card replacement. Then click 'Next' to continue.

- Card is Lost/Stolen (TWIC expiration will be extended by 3 years)
- Card is Damaged (TWIC expiration will be extended by 3 years)
- Unable to Reset Card PIN (TWIC expiration will remain the same)
- Extended Expiration Date (EED) (TWIC expiration will be extended by 3 years)

← Back

Next →

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Select Reason

Please select the reason for your card replacement. Then click 'Next' to continue.

Card is Lost/Stolen (TWIC expiration will remain the same)
Card is Damaged (TWIC expiration will remain the same)

[Click here](#) if you are looking for an Extended Expiration Date (EED) TWIC.

← Back

Next ▶

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Select Reason

Please select the reason for your card replacement. Then click 'Next' to continue.

- Card is Lost/Stolen (TWIC expiration will remain the same)
- Card is Damaged (TWIC expiration will remain the same)

[Click here](#) if you are looking for an Extended Expiration Date (EED) TWIC.

According to our records, you are ineligible for an EED.

Reason: Only US Citizens and Nationals are eligible for EED.

If you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

← Back

Next ▶

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Select Reason

Please select the reason for your card replacement. Then click 'Next' to continue.

- Card is Lost/Stolen (TWIC expiration will remain the same)
- Card is Damaged (TWIC expiration will remain the same)

[Click here](#) if you are looking for an Extended Expiration Date (EED) TWIC.

According to our records, you are ineligible for an EED.

Reason: Your TWIC card expiration is beyond the EED validity period.

If you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

← Back

Next ▶

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Select Pickup Location

Enter a Postal Code or City to 'Search' for a location to pick up and activate your replacement card.

[Search](#)

Select the location. Then click 'Next' to continue.

- | | | |
|--|---|-----------------|
| Nashville, TN
15 Century Blvd.
Suite 500
Nashville, TN | Hours:
Mon & Wed & Thur: 9:00AM - 12:00PM & 1:00PM - 4:00PM
Tues & Fri: 9:00AM - 12:00PM & 1:00PM - 2:00PM | 1.8 mi |
| View Map Sign Up for Alerts | | |
| Decatur, AL
1436 Shoal Creek Road
Decatur, AL | Hours:
Mon - Fri: 8:30AM - 4:30PM | 109.1 mi |
| View Map Sign Up for Alerts | | |
| Chattanooga, TN
6102 Shallowford Road
Ste. 102
Chattanooga, TN | Hours:
Mon, Tues, Thur & Fri: 8:30AM - 11:30AM Wed: 8:30AM - 11:30AM & 1:30PM - 4:30PM | 113.6 mi |
| View Map Sign Up for Alerts | | |
| Paducah, KY
611 Broadway Street
Paducah, KY | Hours:
Mon - Fri: 9:00AM - 12:00PM & 12:30PM - 3:00PM | 124.7 mi |
| View Map Sign Up for Alerts | | |
| Evansville, IN
2532 Waterbridge Way
Evansville, IN | Hours:
Mon, Tues, Thur & Fri: 8:30AM - 11:30AM Wed: 8:30AM - 11:30AM & 1:30PM - 4:30PM | 136.1 mi |
| View Map Sign Up for Alerts | | |

[Back](#)

[Next](#)

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TWIC Replace Card

Calculate Fee

If you have a coupon code, please enter it below and click 'Apply' to reduce your fee. Then click 'Next' to continue.

Replace Card (TWIC expiration will be extended by 3 years) **\$60.00**

Coupon Code

[Apply](#)

Fee: \$60.00

[← Back](#)

[Next ▶](#)

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

[Home](#) | [About](#) | [FAQ](#) | [Contact Us](#) | [Freedom of Information Act](#) | [Transportation Security Administration \(TSA\)](#) | [U.S. Department of Homeland Security \(DHS\)](#)
[Canceled Card List](#) | [Canceled Card List Integrity Hash](#)

Development by  **SAFRAN** a trusted partner
MorphoTrust USA

TWIC Replace Card

Calculate Fee

If you have a coupon code, please enter it below and click 'Apply' to reduce your fee. Then click 'Next' to continue.

Replace Card (TWIC expiration will be extended by 3 years) **\$60.00**

Coupon Code

[Apply](#)

Coupon Applied (\$60.00)

Fee: \$0.00

[← Back](#)

[Next ▶](#)

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

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[Canceled Card List](#) | [Canceled Card List Integrity Hash](#)

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MorphoTrust USA

TWIC Replace Card

Enter Credit Card Information

* Required fields

Please enter your credit card information below. Then click 'Order' to complete your transaction.

We Accept:



* Name on Card

John Smith

* Credit Card Number

4444657591231475

* Expiration Date

08 / 14

* CSC

152

Email Receipt To:

jsmith@comcast.net

← Back

Order

Total Amount Due: **\$60.00**
(non-refundable)

Important: Do not attempt to click the 'back' button on your browser during processing. Doing so may result in multiple charges to your account.

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

TWIC Replace Card

Confirm Order

Click 'Order' to complete your transaction.

← Back

Total Amount Due: **\$0.00**

Order

Important: Do not attempt to click the 'back' button on your browser during processing.
Doing so may result in multiple charges to your account.

If you need assistance, please call **855-DHS-UES1 (855-347-8371)** between 8am – 10pm EST Mon.-Fri.

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[Canceled Card List](#) | [Canceled Card List Integrity Hash](#)

Development by



a trusted partner

Service Status

Thank you for your order! Your transaction summary is below.

Note: You will be notified within 10 days when your card is ready for pickup.



[Print Status](#)

Payment Details:

Date: 10/17/12 @ 11:03 AM
Applicant: JOHN S SMITH
UE ID: U11F-193H9F
Service: TWIC REPLACE CARD
Fee: \$60.00
Paid: \$60.00
Method: CARD (ending in 1475)
Auth Number: 00041C

Pick-up Location Details:

Nashville, TN
15 Century Blvd.
Suite 500
Nashville, TN

Hours: Tuesday, Thursday - 1:00 PM - 5:00 PM CST
Facility is in the Postal Annex, next to Trader Joe's in Oak Grove Plaza shopping complex.
No truck parking available

[View Map](#) [Sign Up for Alerts](#)

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.

Service Status

Thank you for your order! Your transaction summary is below.

Note: You will be notified within 10 days when your card is ready for pickup.

Payment Details:

Date: 10/17/12 @ 11:03 AM
Applicant: JOHN S SMITH
UE ID: U11F-193H9F
Service: TWIC REPLACE CARD
Fee: \$60.00
Paid: \$60.00
Method: COUPON

Pick-up Location Details:

MorphoTrust Hours: Tuesday, Thursday - 1:00 PM - 5:00 PM CST 3.5 mi

15 Century Boulevard,
Suite 500,
Nashville, TN

[View Map](#)

Email Summary To:

If you need assistance, please call 855-DHS-UES1 (855-347-8371) between 8am - 10pm EST Mon.-Fri.