



Securing today
and tomorrow

Dear Colleague,

We want to inform you of an important change to the Direct Express® program. The U.S. Department of the Treasury's Bureau of the Fiscal Service has selected Fifth Third Bank as the new financial agent for the Direct Express® program.

With this change, Fifth Third Bank will take over program operations from Comerica Bank. New enrollments with Fifth Third Bank will begin in May 2026, and the transition for existing customers will start in Summer 2026. Beneficiaries will receive advance notice and new debit cards from Fifth Third Bank. It is important for beneficiaries to keep their contact information up to date to ensure they receive all communications.

For any questions about the Direct Express® program or the transition, please visit the [Direct Express® contact us](#) page. Social Security Administration will continue to assist with benefit payment inquiries.

We appreciate your partnership in supporting clients through this transition. Please share this information with your colleagues, affiliates, and other interested parties.

Nick Perrine
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