



Changes Coming to Direct Express Payments

If you have clients who receive their Social Security benefits through the **Direct Express®** program, they may receive communications regarding an upcoming change.

The U.S. Department of the Treasury has selected **Fifth Third Bank** as the new financial agent for the Direct Express® program. Existing participants will transition to the new financial agent with new cards **as their current Direct Express cards expire**, beginning later this year or early next year. Clients will receive advance notice before any action is required and should continue using their current card until it expires.

If your clients have their Gerber Life Insurance Company premiums automatically drafted from their Direct Express account, encourage them to watch for these communications and verify that their premium payments continue without interruption during the transition. Clients can update their payment information by logging into e-Service.

Clients should also ensure their mailing address and contact information are up to date with the Social Security Administration, so they receive all transition communications.

[VISIT GERBER LIFE'S AGENT PORTAL](#)

Gerber Life Insurance is a trademark. Used under license from Société des Produits Nestlé S.A. and Gerber Products Company.

Copyright© 2026 Gerber Life Insurance Company / Home Office: White Plains, NY.

FOR AGENT USE ONLY. NOT TO BE USED WITH CONSUMERS

Not FDIC Insured | Not Bank Guaranteed | Not a Deposit or Other Bank Obligation

AGT-EM393 (0726)