

# Designated Agent Letter

The Designated Agent letter is issued to an authorized person designated by the military sponsor (or surviving spouse). This letter allows that person access to the Base Exchange and/or Commissary for shopping on behalf of the sponsor. This letter is only valid for one year at a time. Only one person may be designated per household. Authorization cannot be granted solely for customer convenience – an extreme hardship must exist and be validated. Dual military couples (active duty) with children in the household and single parents (active duty) with children in the household may also have a designated agent when a family care plan is in effect.

## Required Documents:

**Authorized patron's presence or valid Power of Attorney:** If the authorized patron is unable to be present at the time of issuance, the person obtaining the agent card must have a current Power of Attorney authorizing them to conduct actions pertaining to the military on behalf of the sponsor or surviving dependent.

**Authorized patron's ID card:**

**Letter from attending physician:** When the sponsor is physically unable to shop for themselves, they must obtain a letter from their doctor stating their incapacitating condition or inability to care for themselves. The letter **MUST** state the full name of the designated agent and the name must match the driver's license. This letter must be current within the year of obtaining the agent letter. This requirement does not apply to active duty military couples with children or active duty single parents with children.

- **Copy of current Family Care Plan (Active Duty only):** Dual military couples or single parents with children must provide this in order to obtain a Designated Agent letter (usually in cases of deployment, unaccompanied PCS or TDY). The designated agent must be someone designated as a caregiver on the family care plan.

**Designated agent two forms of ID, one with photo required:** Driver's License or a state/government issued photo ID; preferably valid driver's license and social security card.

No appointment is required, please stop by Customer Service with the required documents between 9 am – 1 pm.