Financial Institutions

Information about updating your name at some financial institutions

- Discover Bank
- Kraken

Discover Bank

To update your name at Discover Bank, you'll need to contact their customer support department, which you can do online or by phone.

Whichever way you contact support, let them know that you'd like to update your full legal name, and tell them what your new name is. They'll submit the name change immediately, but it won't take effect until you submit supporting documents and Discover reviews them.

The only thing you need to submit is a non-certified copy of your name change court order.

You can either upload your documents online through Discover's secure document upload, or send them by mail.

Online

When you open the secure document upload and log in, you'll see an upload form. Fill the form out as follows:

- Under Account, choose the account for which you want to update your information
- Under Document Type, select **General Correspondence**
- Under Document, upload a copy of your name change court order
- Under Description, write "Name change court order"

Even though you've submitted your documents online, Discover will still send you a letter telling you they need more information. You can disregard this letter, since you've already uploaded the documents they need.

By Mail

Once customer support submits your name change, Discover will send you a letter explaining that they need more information, and their letter will include a prepaid envelope that you can use to mail them the court order for free (without a stamp). See our instructions on Sending Mail in the United States for more information.

After Submitting

Once your name change takes effect, Discover will send you a letter notifying you that the process is complete, an updated debit card, and an updated checkbook.

They'll also send you a signature card, W-9 form, and a prepaid return envelope. You must complete those forms as soon as possible and mail them back using their prepaid envelope, or upload them using the secure document upload. If you're uploading your forms online, use **Signature Card/W9** as your Document Type in the upload form.

Kraken

> Make sure to update the name on your bank account before doing this, as your Kraken account name must match the name on your bank account!

To update your name on your Kraken account, fill out their online account info change form, as follows:

- Under **What type of issue are you experiencing?**, select "Changing account information".
- Under **Kraken account type**, select whether you have a personal or business account.
- Under **Tell us about your request**, write something along the lines of "My legal name has been changed to Jane Jamie Doe. I've attached my new ID and name change court order. Thanks!"
- In the attachment section, upload a copy of your name change court order and a form of government ID (such as driver's license or passport) with your new name on it.

After Submitting

Once you submit your request, it'll be placed in a queue to be reviewed by a customer support agent. The agent reviewing your request may contact you by email to make sure you've updated the name on your bank account. If they do, reply to their email telling them that you have, and they will update your name.