



Policy 6.4 Replacement Certificate or Wallet Card

The Board of Certification for Emergency Nursing (BCEN®) has measures in place to protect confidential information regarding all candidates and certificants. Requests for replacement certificates and/or wallet cards to current credential holders are handled upon request with confirmation of identity. The primary reasons for a credential holder to request a replacement certificate and/or wallet card are the item(s) were lost, or there has been a change in last name.

Replacement fees will be updated as necessary.

Procedure

1. The request for a replacement certificate and/or wallet card can be submitted via e-mail, phone, or mail. Contact information is found on the BCEN website.
2. The request should include the following information:
 - certificant's current name and address
 - certification type requiring replacement
 - certificant's Candidate ID number (if available)
3. Names changes must be verified with a marriage license, divorce decree, or other legal documentation before a new certificate and/or wallet card is requested.
4. Certificant identity and contact information are confirmed as accurate and updated in BCEN's database by a member of BCEN staff.
5. BCEN staff processes the request in the BCEN database system and collects payment from the credential holder via credit card.

6. The new wallet card and/or certificate are mailed by BCEN's fulfillment company or BCEN staff to the certificant within five (5) business days of receiving payment and all required documentation.
7. If a certificant needs a .pdf copy of their certificate, they will use their BCEN account to access the fulfillment company's website. Their identity will be verified using their BCEN number and the email address on record at the time the certificate was issued. A one-time-use security code will be sent to their email and will be required to access their certificate for download.

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