

QUICK REFERENCE GUIDE

06/12/03

ACS SDU FACILITY

Location: Carol Stream, IL

Processing Hours: 1:30 am until 6:00 pm Monday - Friday
1:30 am until 3:00 pm Saturday

Closed on the following holidays:
New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Post Office Boxes:

Inbound Payments:
P.O. Box 5400
Carol Stream, IL 60197-5400

Return Disbursements:
P.O. Box 5920
Carol Stream, IL 60197-5920

Inbound Forms sent out by SDU:
P.O. Box 5921
Carol Stream, IL 60197-5921

CUSTOMER SERVICE

Call Center

Location: Carol Stream, IL

Staffing Hours: Monday - Thursday 8 am to 8 pm
Friday - 8 am to 5 pm
Saturday - 9 am to Noon

Fax Number : 630 221.2312
Employers Contact Telephone: 877.664.5738 (877.66ILSDU)

Automated Voice Response System (AVR)

Hours of Operation: 24 hours a day; 7 days per week

AVR Telephone #: 877.225.7077

Options Available: Retrieval of recent payment information
Retrieval of disbursement information
Address change
Request fax back of forms
Enforcement information
How to make a payment
Retrieval of Frequently Asked Questions (FAQs)
Retrieval of general information.

Security Info Needed: Social Security Number (SSN)
Personal Information Identifier (PIN)

Website

Address: www.ilsdu.com

