

# LOST/STOLEN CARD



A reminder for you that if an employee loses their rapid! PayCard, you **DO NOT HAVE TO ENTER THE REPLACEMENT CARD INTO THE PORTAL**

Follow these simple steps to help your employee replace their lost/stolen card.

1. Ask your employee if they have already called customer support ([1.877.380.0980](tel:18773800980)) to report their card lost or stolen.
2. Simply hand them an envelope (still sealed) from your inventory and tell them to call customer service. When they get through to the automated phone system, tell them to ignore all the prompts and they will eventually be connected to speak to a LIVE customer service representative (important to let them know this will take about 45 seconds).
3. The employee must tell the live representative they are calling in to activate A REPLACEMENT CARD and the customer representative will then link the new card to the original account number.

### Remember

There is no need for you to change the Direct Deposit Account Number (DDA#) with your payroll office doing it this way.

The rapid! PayCard® MasterCard Card is issued by MetaBank®, Member FDIC, pursuant to a license by MasterCard International Incorporated. Prepaid card can be used wherever Debit MasterCard is accepted. MasterCard is a registered trademark of MasterCard International Incorporated.

**FOR MORE INFORMATION, PLEASE CONTACT YOUR PREPAID ENROLLMENT SPECIALIST.**