

LOST/STOLEN CARD



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

1. 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).
2. 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.
3. There is no need for you to change the Direct Deposit Account Number (DDA#) with your payroll office doing it this way.

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