

Quick Steps for When Your Cards Has Been Compromised



Steps for when a card is lost, stolen, or in some way compromised:

1

Step 1: Suspend your card

Suspend your card in the mobile app or by calling customer service (855) 219-2497

2

Step 2: File a dispute

Call customer service to file a dispute. Things to remember:

- It takes up to 10 days for fraud to review and email the cardholder back with approval or denial of a claim.
- The transactions must be “posted” before attempting to file a dispute.

3

Step 3 : Request a new card from customer service or your employer

Two options for getting a new card:

- Call customer service and request a new card (855) 219-2497
- Request a new card from your employer.

Note: if you have an instant issue card (a card without your name on it), you may request a personalized card from customer service.