

LOST/STOLEN CARD



No worries if your rapid! PayCard has been lost or stolen.
University Payroll & Benefits (UPB) Customer Service will assist you with replacing your card

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

1. Call rapid! PayCard (1.888.727.4314) to report lost or stolen cards.
2. Visit UPB Customer Service Center to pick-up a new card.
3. Call rapid! PayCard Customer Support to speak to a LIVE representative (*Note: ignore all the prompts and you will eventually be directed to a live agent. This will take about 45 seconds*).
4. Tell the live rapid! PayCard representative you are calling in to activate A REPLACEMENT CARD. The customer representative will then link the new card to your original account number.

Remember

There is no need for you to change your Direct Deposit Account Number at My UI Info when receiving your replacement card.

The rapid! PayCard® Visa® Payroll Card is issued by MetaBank®, Member FDIC, pursuant to a license from Visa U.S.A. Inc. This card is accepted everywhere Visa debit cards are accepted.



FOR MORE INFORMATION, PLEASE CONTACT UPB CUSTOMER SERVICE

UIUC (217) 265-6363

UIC (312) 996-7200
payinq@uillinois.edu

UIS (217) 206-7144