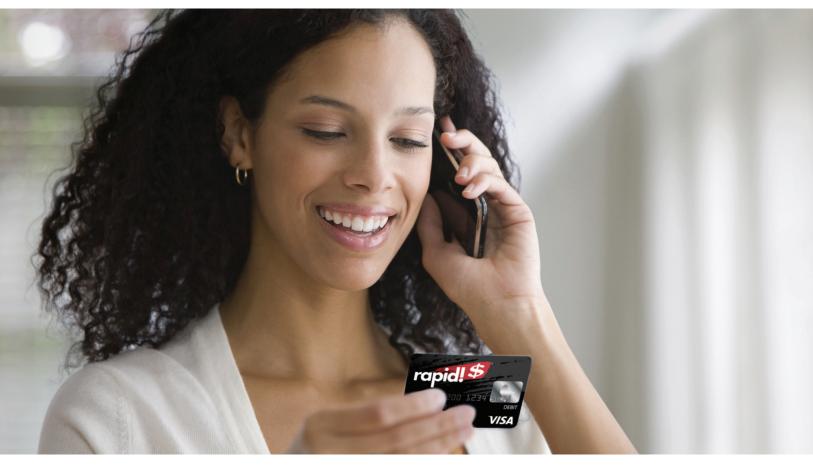
## LOST/STOLEN CARD





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 Ithen 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.



payinq@uillinois.edu