

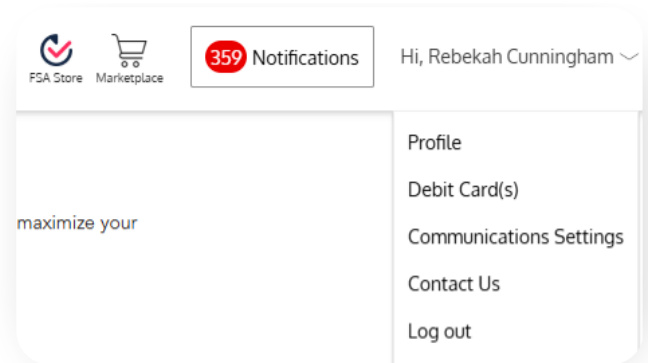
Report card lost or stolen

The following steps will walk you through reporting a Benefits Card as Lost or Stolen. As a part of the process of reporting a card Lost/Stolen a new Benefits Card will automatically be issued to you and mailed to the home address on file in your account.

Step 1. Navigate to the Debit Card Section

Select "Debit Card" from the upper right menu of the Igoe Participant Portal. This section provides access to your Benefits Card information.

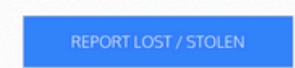
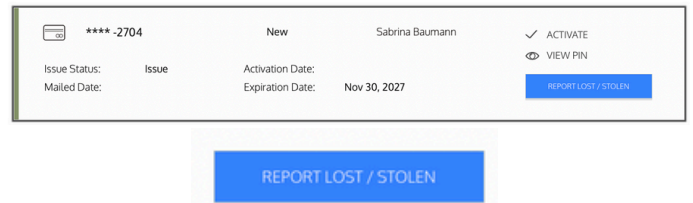
Helpful Tip
It is important to note that if you need to update the mailing address on your account, do that PRIOR TO completing these steps.



Step 2. Choose the Lost/Stolen Option

After selecting the lost/stolen option, submit your request. The reported card will be immediately deactivated and cannot be used for any further purchases.

Helpful Tip
A new Benefits Card will automatically be ordered for you. This card will be mailed to the home address on file unless you changed it prior to this point in the process.



Step 3. Submit Your Request

Your replacement Benefits Card will be mailed to the home address on file in your account. If you need to update your mailing address, please do so before completing these steps.

Helpful Tip
It is important to note that the reported card is now inactive and cannot be used for purchases.

