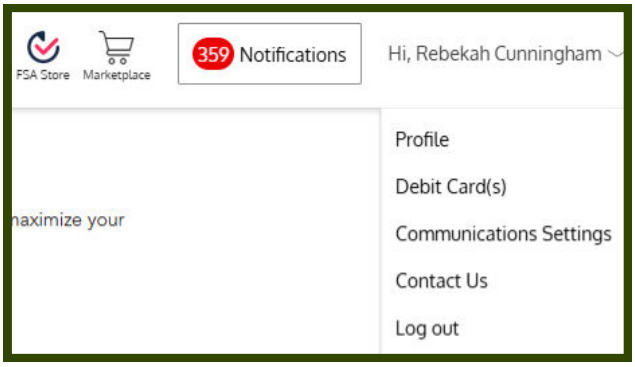
Report Card Lost or Stolen

Use these steps to report your Benefits Card as lost or stolen through the Igoe Participant Portal. As part of this process, your card will be immediately deactivated and a replacement will automatically be mailed to the home address on file. If your address needs to be updated, do so before completing these steps.

Step 1. Navigate to the Debit Card Section

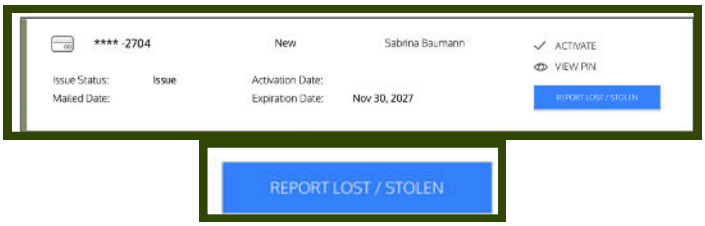
Select **Debit Card(s)** from the upper right menu of the Igoe Participant Portal. This section provides access to your Benefits Card information.

Helpful Tip
If you need to update your mailing address, do so before completing these steps.

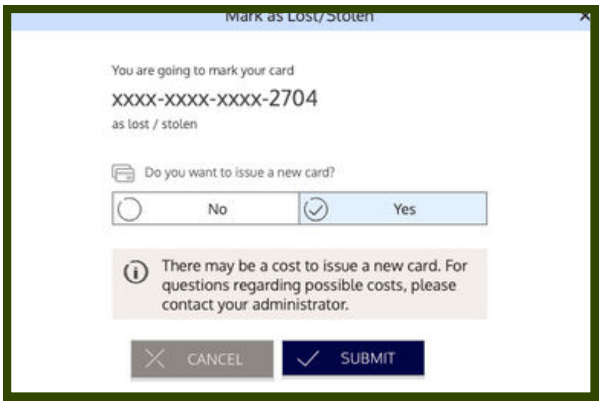


Step 2. Choose the Report Lost/Stolen Option

Click Report Lost / Stolen next to your card, then submit your request. The reported card will be immediately deactivated and cannot be used for any further purchases.



Step 3. Finalize Request

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

Helpful Tip
Most employer plans include replacement cards at no cost, but some plans charge a fee after a certain number of replacements per year. Check with your employer or HR administrator to confirm whether a fee applies to your plan.