

Keep money safe in your Account

Your Account provides a safe and easy way to manage your funds

Here's how to keep your money safe:

Lost or stolen

If your Card is lost or stolen, your funds remain secure in your Account. Just call 1-800-903-4698 to report it and we will send you a new Card¹. Your replacement card will be sent within 7- 10 business days. You can request that your Card be rush delivered within 2-3 business days for an additional \$10 express shipping fee. You can use your Money Network® Checks to access funds until your replacement Card arrives.

If a Money Network Check is lost or stolen, call 1-800-903-4698 and a Customer Service Representative will research the check to confirm it has not been cashed and will restore the funds to your Account. If additional time is needed to research the check's status, please allow up to 30 days to restore the check amount to your Account.

Safer than cash

Don't risk carrying large sums of cash, keep it in your Account and access it as you need it. Click on the "Learn more" link under "Access cash for free" section on this site to learn more about the different ways to access cash.

Funds are secure in your Account; it is issued by a bank and is FDIC insured upon ID verification.

Account access

Your PIN keeps your Account secure – never share it with anyone. If you suspect that someone has become aware of your PIN, Card or Account number, contact us immediately. If you need to change your PIN for personal or security reasons, you can call 1-800-903-4698 at any time and do so. Follow the below steps to change your PIN:

- When prompted, enter your Account number and current PIN
- Select the menu option to change your PIN
- You will be asked to enter your new PIN and then re-enter it to confirm

You will never be asked for your Card, Account or PIN number by e-mail or phone. If you are contacted regarding your Account, call us at 1-800-903-4698, not a number given in an email or voice mail. Monitor your Account activity regularly by logging onto www.moneynetwork.com or use the Money Network Mobile App*.

Keep your money secure by protecting your Account information

¹Former associates card replacement fee is \$3 and \$15 for express shipping.

*Standard message and data rates may apply.