

Your Debit Card: Protecting Your Account

Lost or Stolen Cards

If your card is missing, **please call the bank at 1-866-679-7649 immediately** to prevent unauthorized use. The bank's representative will verify your identity, cancel the card and then order replacements which will arrive in 10 business days.



Disputing Transactions

You should review your account every month to check the transactions on your account. To log in, go to www.FlexToday.com, Secure: Employee Login. You'll find the most recent transactions under pending payments and the rest under completed payments. To dispute a transaction, you must contact the bank within 60 days after the transaction is posted to your account.

If you suspect that your card has been stolen, please call the lost/stolen number (above) as soon as possible. If you recognize the provider but don't recognize the charge, please call the provider directly to resolve the issue. If you do not recognize the provider or are unable to resolve the matter with the provider, you must contact the bank within 60 days of the transaction to dispute the transaction.

You will need to send a letter or fax to the bank to dispute a debit card transaction. The following form is designed to assist you but you can use your own letter. If the bank does not respond within five (5) business days, please resend the fax to the bank and then contact FlexToday at 800-995-5373 or Flex@FlexToday.com.

<p>Fax your letter or this form to the bank:</p> <p>Prepaid Debit Card Disputes Fax 1-414-371-6679 Ph 1-866-297-3619</p>	<p>Or you can mail your letter or this form to:</p> <p>Bank Card Services Atten: Prepaid Debit Card Dispute PO Box 7237 Sioux Falls, SD 57117-7237</p>
Your Name:	Card #:
Your Email:	Your Phone#:
Your Address:	Transaction Date:
City/St/Zip:	Transaction Amount: \$
Provider Information:	
Please explain why you dispute this charge (please be clear.)	
<p>I have been unable to resolve this matter with the provider and I dispute this transaction.</p>	
Signed:	Date: