

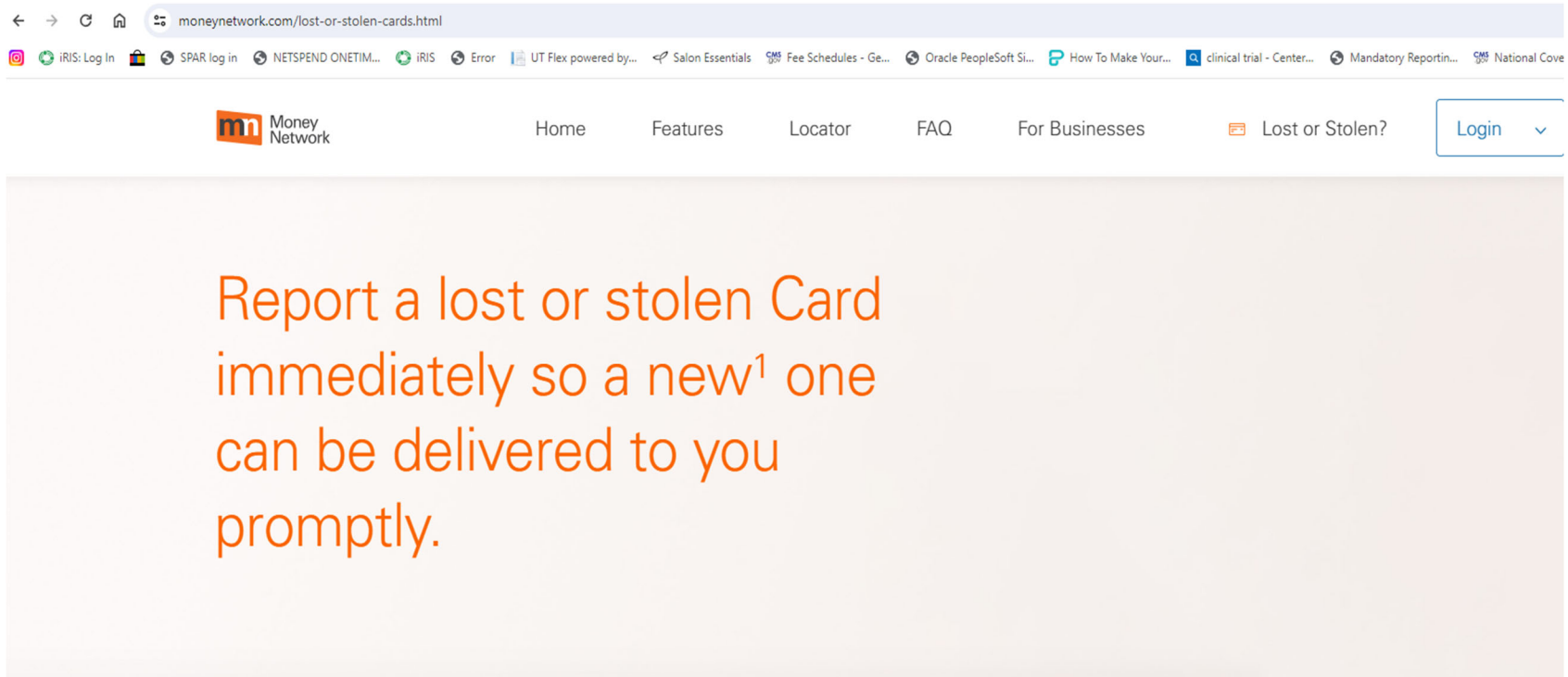
## Participant Lost SPA Card

If the card is a One-time use card -contact SPA @ [researchstipend@uth.tmc.edu](mailto:researchstipend@uth.tmc.edu) before moving to next steps because SPA will need to push some data to Money Network. (This step is not needed for Reloadable cards).

Please ensure that you **Do not give them a new card**

Have the cardholder call Money Network customer service @ 1-888-913-0900 to report lost card and have new card mailed to them.

See excerpt below from Money Network website on page 2



If you've misplaced your Card, you can lock your Card and prevent unauthorized transactions or ATM withdrawals while you look for it. You can lock your Card by logging in online or via the Money Network Mobile App. If your Card is permanently lost, call the number listed below for your program or service and follow the prompts to report a lost or stolen Card. This option is available without having to log into the system, so your Card number is not required.

Money Network Service (most programs): call [1-888-913-0900](tel:1-888-913-0900)

- We have been informed that in some cases customer service has asked “What bank issued the card”
  - if they are asked this question, they should reply:
    - The debit card was funded from the corporate program account set up by Uthealth Houston/University of Texas Health Science Center at Houston.

- We have also been informed that in some cases customer service has requested the card holder provide dates/dollar amounts of the previous deposits made by Uthealth Houston (as a security measure to verify they are speaking with the cardholder).
  - Therefore, it is advised that you proactively provide your card holder with this information
    - You can log into SPA card funding page for this person and take a screenshot. (Include the card ID)
    - Verbiage you can use when you provide this information to your research participant.
      - *“Let customer service know we provided you with the Card Account ID and the payment/deposit history to assist in your reporting lost card. Note the Card account ID is not the number printed on the card. “*

#### NOTE FOR RESERCH TEAM

You will not need to make any changes in SPA Card system due to patient getting a replacement card. If the lost card was a reloadable card and the patient has future visits, you will continue to use the same Card account ID that is already set up to make future payments.