STEP-BY-STEP GUIDE: Mobile App
How to request a replacement card

Step 1: Navigate to Manage Cards widget

Once you’ve logged in to the app, tap the list icon in the top left corner of your screen to open the menu and tap the Manage Cards widget.
Step 2: Locate your card

Next, locate the card you want to replace by referring to the last four digits of the card. To access that card’s features, simply click on the image of the card.

Step 3: Navigate to Replace Card feature

Under the SERVICES tab, there is a tab labeled Replace Card. Tap the arrow on the right to access the feature.
Step 4: Enter details

Select a reason for replacing your card and fill in the date when you believe the card was stolen or lost, as well as the country or U.S. state where it was stolen or lost.

Step 5: Enter Shipping Address

If you have your address saved in your contact information, it will appear in this section as a default address. If you would like your card to be shipped to a different location, please select Alternate Address and fill out the information when prompted.
Step 6: Choose shipping preferences

Select which method of shipping you would prefer, and if you would like to sign for your new card when it's received.

Step 7: Agree to Terms and Conditions

Read the Terms and Conditions (T&C) when prompted and enter your name to confirm before tapping the “Accept” button in the top right corner.
Step 8: Verify information and submit form

After agreeing to the T&C, make sure all the information you entered is correct and then tap Submit.