Participant Lost SPA Card

If the card is a One-time use card - contact SPA @ 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
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 RESEARCH 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.