



Employer of Record (EOR) Money Network Card

Frequently Asked Questions (FAQs)

We created this FAQ document to help answer common questions you may have, when you start using the Money Network Card to pay for certain approved goods and services.

Where can I use my Money Network Card?

Use your Money Network Card at any store that accepts Visa or Mastercard.

I requested the Money Network Card and checks, but it has been over 10-days and I still haven't gotten them. What should I do?

Call Money Network Card Customer Service at 1-888-913-0900.

How do I reorder Money Network Card checks?

Call Money Network Card Customer Service at 1-888-913-0900 to order more checks.

Can I choose my own PIN?

Yes. Call Money Network Card Customer Service at 1-888-913-0900. Make sure to use a four-digit number. Do not use personal info as your PIN. Select something easy to remember but hard for others to guess.

What should I do if I forget my PIN?

Call Money Network Card Customer Service at 1-888-913-0900. (This number is also on the back of your card). Follow the directions to create a new PIN. Your new PIN will become active right away.

What if my Money Network Card is lost or stolen or can't find your card?

If you can't find your Money Network Card, you can lock your card by going to the Money Network mobile app or website. The website is <https://www.moneynetwork.com/>. Locking your card stops other people from using your card, while you look for it. You can unlock the card once you find it.

If your Money Network Card is lost or stolen, call 1-888-913-0900 right away. Tell them your card has been lost or stolen. They will freeze your card. They will also send you a new card. You should get the new card in 7-10 days. This new card will have a new card number. Until your new card arrives, use Money Network Card checks to make payments.

REMINDER: If you set up automatic payments for your MNC, you have to tell your vendors the new card number. If you do not notify them, your automatic payment will be denied.

If your MNC is lost or stolen more than once, your card will be charged a fee to replace it. The state will pay you back for that fee. To get paid back for the fee, complete the Money Network Card Request Form. It will take 30-days (after the form is sent), to be paid back.



What should I do if my Money Network Card Checks are lost or stolen?

If your Money Network Card checks are lost or stolen, call 1-888-913-0900 to order new checks. There is no cost to order more checks.

Does it cost anything to use the Money Network Card?

No. There is no fee for using the Money Network Card. Use the card to pay for approved goods and services in a store or online.

Can I withdraw cash from ATMs?

No. It is against State rules for members and EORs to use the Money Network Card to take out cash of any kind. Using your card at an ATM will remove you from the self-directed program.

Can I move my balance from the Money Network Card to another bank?

No. It is against State rules for members and EORs to move Money Network Card money to another bank.

How will I know my balance or when money has been added to my Money Network Card?

There are four easy ways to see your balance information and purchase history:

- Money Network® Mobile App2. Download the Mobile App at the App Store® or on Google Play™.
- Account Alerts. Set up Account alerts online (<https://www.moneynetwork.com/>) or via the Mobile App.
- Online at <https://www.moneynetwork.com/>. Log in to your account online to view your account.
- By phone. Call Customer Service at 1-888-913-0900. (This number is also on the back of your Card).

I am an EOR to more than one participant/member. How many Money Network Cards will I receive?

An EOR will only receive one MNC even if you have more than one participant/member. It will be important to organize and manage the funds for each participant/member. There are ways you can do that in the Money Network app or website. Please see MNC training found at: ADD PALCO LINK.

Can I request a second card for someone else to use?

No. Only one card will be given to each EOR. No one else is allowed to get a card or use the website or mobile app. The EOR is legally in charge of the payment of services and goods.

What should I do if I believe a mistake has been made or I did not okay a purchase?

If you believe a mistake has been made or you have questions about your account, call the Money Network Card Customer Service number at 1-888-913-0900. To make a claim or ask any questions, you must contact them as soon as you have found a problem. Money Network Card will look into the problem.