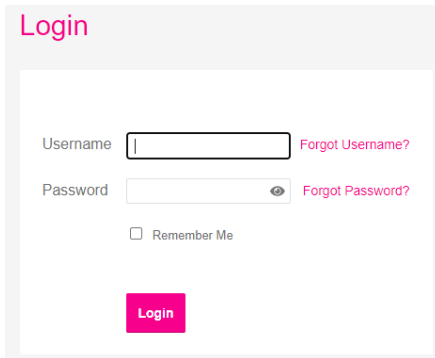# How do I Report a Stolen or Lost Prepaid Benefits Card

If your Benny Prepaid Benefits Card is lost or stolen, you can easily request a new card through the Online Portal.

Steps to Report a Lost or Stolen Prepaid Benefits Card

1. Navigate to the isolved Benefit Services login page.

For security purposes, it is important for you to login to setup your Username and Password. isolved Benefit Services provides you with a 120-day timeframe to access your account to assist with the security of your account. If you access your account after the 120-day timeframe, you will need to contact isolved Benefit Services to receive a temporary password.

2. Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.
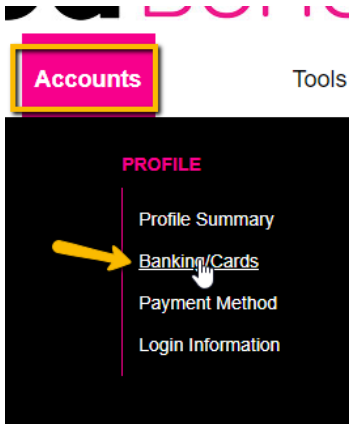
3. Click **Accounts**, click on **Banking/Cards** in the menu below.

4. Under Debit Cards, click **Request Lost/Stolen or Order Replacement** link.

Important: There is a **$5.00 charge** for replacement Prepaid Benefits Cards which will be automatically deducted from your account balance.

You will receive your new card(s) in approximately 15 business days.

Remember, you can now **go mobile** by using your smart phone to access:
- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.