Removing Funds from a Lost or Stolen or Expired Card

When a card has been lost or stolen, there are a few options for next steps:

- The funds may be transferred to a new card, using the process outlined in Chapter 8 of the User Guide, titled *Transfer Balance on a Lost or Stolen Card*
- If the balance is at least $10, the funds may be reversed back to the study and a new card issued to the participant.
- Cards that are lost or stolen and have not yet been loaded (still in WePay™ user’s inventory) should be marked as disabled through the WePay system.
- The funds may be transferred to another card, owned by the same participant. Please follow the directions for transfer as outlined below.

Cards expire after three years, and cannot be issued or reloaded in the two months before expiration. No action can be taken within the WePay™ system once a card has expired, but as long as the card balance is at least $10, a request can be made of the card processor to transfer the funds to another active card, owned by the same participant.

In order to begin the process of transferring funds from an expired, lost or stolen card, the SC or SA must provide the following information to the Office of Finance (OOF) via e-mail:

- Card admin number of the expired, lost or stolen card
- Card admin number of another active card, owned by the same participant. Note: If another card is not currently owned by the participant, load $10 then reverse it so the card is activated in their name but has no funds on it. Of course this assumes that your study is not yet closed so that the proper accounting can take place. If the study is closed, nothing can be done.
- Copy your WePay™ Administrator on all correspondence

OOF can then request from the card processor:

- That the remaining funds (at least $10) be transferred from the expired card to the other card, owned by the same participant.
- After the transaction has been confirmed by the card processor, the OOF will advise the SC or SA and their ADM that the funds have been transferred.

Other information about this process:
Issuing a new card will cost 96¢ for the card and $1.25 for the load, while adding the payment to a participant’s existing card, if they have another valid card, will only cost $1.25 for the load.
Note: WePay™ system costs may change over time.

- We ask you to request that the participants redeem the replaced funds as quickly as they are able.
- Study Coordinators must be certain to fully document that the funds were placed onto a new card issued to that same participant or onto a currently valid card assigned to that same participant, no exceptions. This is critical in maintaining a proper audit trail.
- Disabling a card sends a message to the card processor, TransCard blocking activity on that card. Participants may contact TransCard directly to report a lost, stolen or damaged card at 1-877-428-4733.