

Frequently Asked Questions

General

- How do activate/register my card?
 - Instructions for registration are included in the card envelope
 - Contact customer service by calling the number printed on the back of the card and follow the prompts
 - Use the Rapid!Access app
 - Log on to the cardholder website – www.rapidfs.com
- How do I update my address/ other personal information?
 - Address can be updated online, through the mobile app, or by calling customer service at the number on the back of the card
- What are the fees and limits?
 - *See Schedule of Fees
 - Daily transaction limit:
 - \$1,000 for ATM withdrawals
 - Over the counter cash withdrawal \$5,000
- How do I check my balance and transaction history?
 - Balances can be checked online through the website, via the mobile app or by calling the number printed on the back of the card.
- How do I change my PIN?
 - Contact Rapid PayCard at the number printed on the back of the card.
 - This is the only way to change the PIN
- How do I report a lost/stolen card?
 - Contact customer service by calling the number printed on the back of the card and follow the prompts
- How do I add money to my account?
 - Direct Deposit – Using
 - Mobile check deposit through Ingo
 - Load cash at GreenDot or MoneyGram locations
 - Transfer funds from another bank account
 - Can be loaded at any WalMart location

LLBO specific

- Can I use my Green Dot card immediately? (explain temporary card here)
 - Initially band members will be issued “instant issue” cards that will already have their funds loaded to the card.

- How do I get a personalized debit card instead of the instant issue card originally issued to me?
 - Call customer service at the number on the back of the card and request a personalized card
- Who do I contact if my economic assistance payment is not showing up on my balance?
 - Charity Veaux 218-335-4429
 - Sharon Kotla 218-335-3009
- Once an LLBO payment is deposited to my card, how long does it take to become available to spend?
 - Funds will become available immediately after the deposit is made