

Requesting and Managing Debit Cards

In general, if your account type offers a debit card, you should receive one when you enroll--unless you choose to use automated claim reimbursements instead. This page covers requesting a debit card (or additional debit cards, canceling cards, and what to do when a card is lost or stolen.

Request a card online

To request a debit card from www.hellofurther.com:

1. Sign in at www.hellofurther.com.
2. Click the **My Profile** menu.
3. Choose **Payment & Banking** from the menu.
4. Click **Add Card**
5. Fill out the form to start the debit card request process.

Request a card from the mobile app

To request a debit card from the Further app:

1. Tap the menu button in the top left corner.
2. Tap **Payment and Banking**.
3. Tap **Add a Card**.
4. Enter the personal and relationship information for the person who will receive the new card.

Report a card lost or stolen

Call Further customer support at 1-800-859-2144 at any time, any day of the week.



Follow the prompts to report your debit card lost or stolen. Your card will be canceled and a new one will be automatically reissued to you.

Note: Simply canceling your card online will not automatically reissue a card to you so we ask that you call us. Additionally, when you report a card as lost or stolen to our customer support line, you will receive assistance in monitoring your recent claims for any fraudulent activity.

Cancel a card online

To cancel a debit card on www.hellofurther.com:

1. Sign in at www.hellofurther.com.
2. Click the **My Profile** menu.
3. Choose **Payment & Banking** from the menu.
4. In the list of debit cards, find the card you want to delete.
5. Click **Delete**.

Cancel a card with the mobile app

To cancel a debit card with the Further app:

1. Tap the menu button in the top left corner.
2. Tap **Payment and Banking**.
3. Tap the **Cancel** button next to the card that you wish to cancel.

