



Major Changes from Money Network PayCard to Chase Payroll Card

- **Card Balance Transfers from Money Network PayCard to Chase Payroll is not available.** Any funds that are left on your Money Network VISA Card **“cannot”** be transferred. You will need to spend any remaining balance on your Money Network VISA PayCard and begin using your Chase Payroll MasterCard.
- **Transchecks will not be available on the Chase Payroll Card Program.** Check writing options was not available from any Vendor who provided information on this banking service. Chase Payroll MasterCard **“does not”** provide check writing privileges, so you will need to request a new card immediately.
- If you have lost or damaged your card and need immediate access to your cash, cardholders will be presented with two options for card delivery, standard or expedited delivery. Cards replaced via standard mail are sent to cardholders free of charge. **Cards replaced via expedited/overnight delivery will incur a charge of \$15 and the fee will be deducted from the cardholder’s account balance.**
- If you should lose or have your card stolen, you should call the Chase Customer Service number at 1-866-444-4283 immediately to report. A new card will be issued and any remaining balance will be transferred from the Chase issued payroll card to the new Chase payroll Card.
- **If your card has been lost, stolen or damaged, you cannot access your funds without a card.** You will need to request a replacement card immediately by calling Chase Customer Service number at 1-866-444-4283.