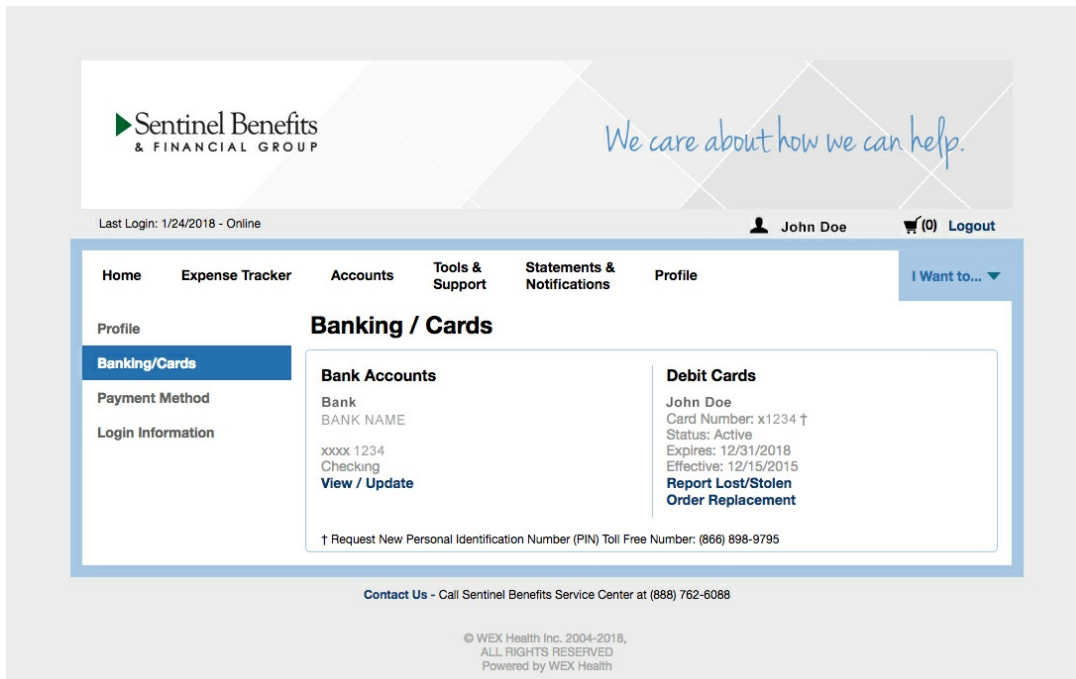


# Replacing Lost or Stolen Cards

You can report cards lost/stolen by logging into your online account at [sentinelgroup.com](https://sentinelgroup.com) to request new cards be issued. The card request options can be found under the **Profile** menu within your account and selecting **Banking/Cards** menu item.



If you need cards **replaced** select the 'report lost/stolen' option. This will block your existing card and reissue new cards. If your benefits cards are replaced, please note that you will need to set up a new PIN. The PIN is specific to the card number, so any time cards are issued with a new number, you will need to set up a new PIN. Create your PIN by calling 866-898-9795.

**There is a \$5 card replacement fee. This fee will be deducted from the available balance in your account.** If there is no available balance in your plan, you will need to wait until there is an available balance to request new cards be issued.