



New identity theft services for PayFlex debit cards

October 16, 2014

MasterCard® recently added Identity Theft Resolution Services to all MasterCard debit cards. Since the PayFlex debit card is a MasterCard, your members now have access to these services at no cost. This was identified by MasterCard as a benefit that consumers wanted to have on their debit card.

What does this mean to your members?

If a member's PayFlex debit card is **lost or stolen** and the member believes they are a victim of identity theft, the Identity Theft Resolution Services can assist the member with the process of restoring their identity. **However, if the member's card is lost or stolen, they should call PayFlex immediately so we can cancel their card and send them a new debit card.** MasterCard won't be able to do this for the member. Their services are only for issues with identity theft.

Identity Theft Resolution Services include:

- 24/7 access to MasterCard's certified resolution specialists
- Internet monitoring to proactively detect stolen personally identifiable information and compromised confidential data online
- Assistance from a specialist with notification to all three major credit reporting agencies to place blocks on cardholders' records and obtain free credit reports
- Assistance with completing paperwork to alert various parties of the potential fraud
- Education about how identity theft can occur and protective measures to avoid further occurrences

To learn more about the Identity Theft Resolution Services, call the MasterCard Assistance Center at 1-800-MC-ASSIST (1-800-622-7747).

Member communication

We will be posting a **message and FAQ** on the PayFlex member website about this new service. If you would like to share this information with your employees, click [here](#) to download a sample communication.

Questions?

If you have any questions, please contact your PayFlex Account Manager.

Sincerely,
PayFlex

DO NOT REPLY TO THIS EMAIL. This was sent by an automated system. "Reply" messages are automatically deleted and will not receive a response.

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