

# Way 2 Go Debit Card IVR

For Clients who  
have not received their  
Way 2 Go Card

**1 (844) 649-9843**

- Select Language (1 for English, 2 for Spanish... and so on)
- Enter your card number

- ➔ • **Press # if you do not have your card number**
  - \* Will hear message of “We did not get your card number”
  - Press 2 to access with your SSN, DOB, **AND** PIN
  - Press 3 to check the status on a previously ordered replacement card

- ➔ • Press 4 to report a lost, stolen, or damaged card

- ➔ \* Enter SSN, DOB and PIN (**in place of PIN, enter 0**)

- ➔ ➤ When asked for PIN again, **enter 0**

- ➔ ➤ You will now be transferred to a Customer Service Representative