Ordering Debit Cards

Employees may order additional/replacement debit cards through their online account at sentinelgroup.com or by calling our Service Center at (888) 762-6088. Instructions for ordering cards online can be found on the Employee Help Center by clicking here.

Alternatively, employers may also order additional/replacement debit cards for employees through the employer portal. In order to do so, log into the employer portal, click "Employees" and find and click on the employee you would like to order a new card for.

Once in the employee's profile, click "View & Update Profile" and then under the Debit Card tab, click "update" next to the current card, choose Issue Replacement Card or Lost/Stolen and click "Submit".

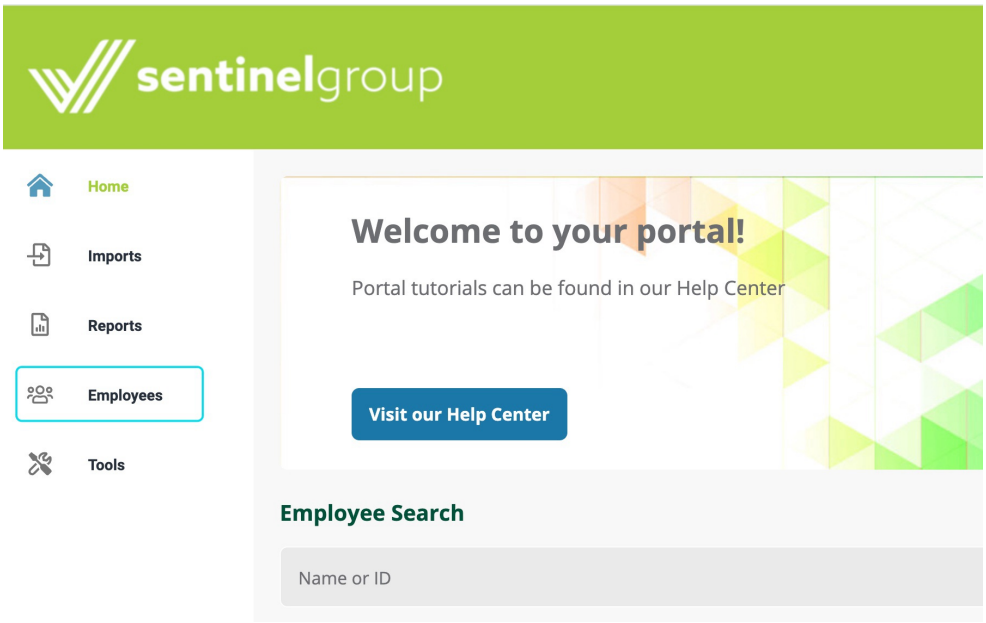
Lost Cards - If the employee has misplaced their cards or they have been stolen, you will want to select the ' **Lost/Stolen**' option. This will close existing cards and reissue new cards.

Replacement cards - If the employee needs additional sets of cards, select the ' **Issue Replacement Card**' option. This will generate another set of cards to be issued (cards are issued in sets of 2). Additional cards will have the same number, expiration date and PIN as the existing cards on your account.

There is a $5 additional cards fee. This fee will be deducted from the available balance in the employee's account. If there is no available balance in their plan, you will need to wait until there is an available balance to request new cards be issued.

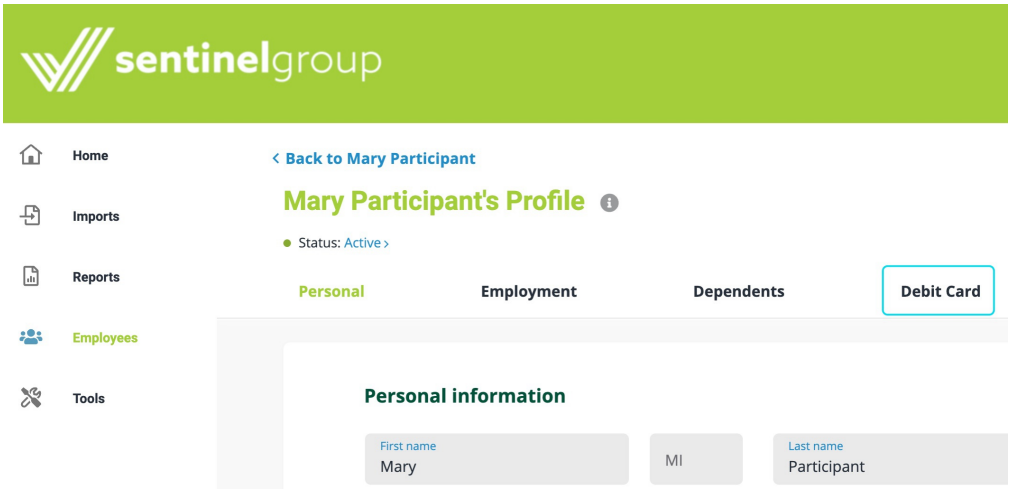
Expiring Cards- Benefit cards are good for 3 years. When a card is set to expire, a new card will be issued automatically. Existing cards will work through the end of the month in which they are set to expire, or until the employee activates new cards.

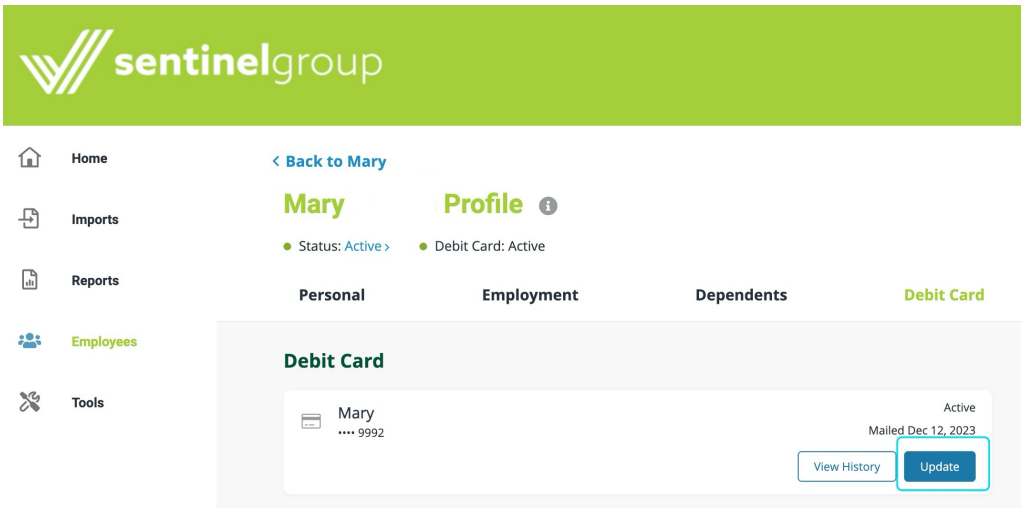
***Cards DO NOT need to be ordered if current ones are expiring. As long as the employee is active in the plan, the cards will renew automatically.

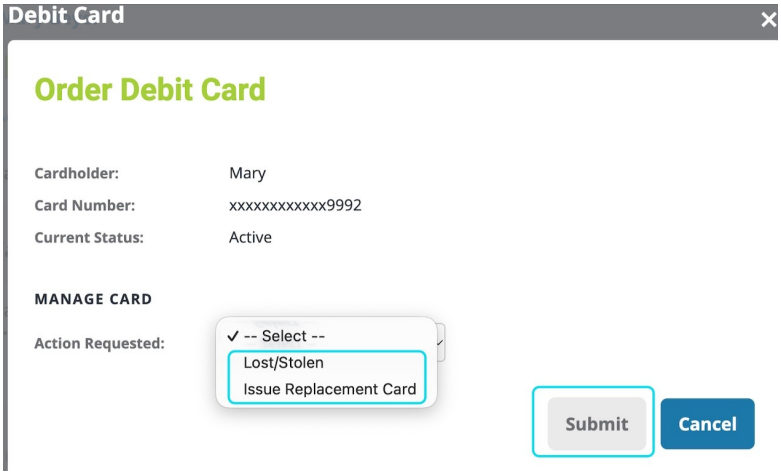



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Filed a claim for $100.


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View History
Update


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Order Debit Card
Cardholder:
Mary
Card Number:
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Current Status:
Active
MANAGE CARD
Action Requested:
-- Select --
Lost/Stolen
Issue Replacement Card
Submit
Cancel