

 Benefits Technology, Powered by People

# Member Card Activation

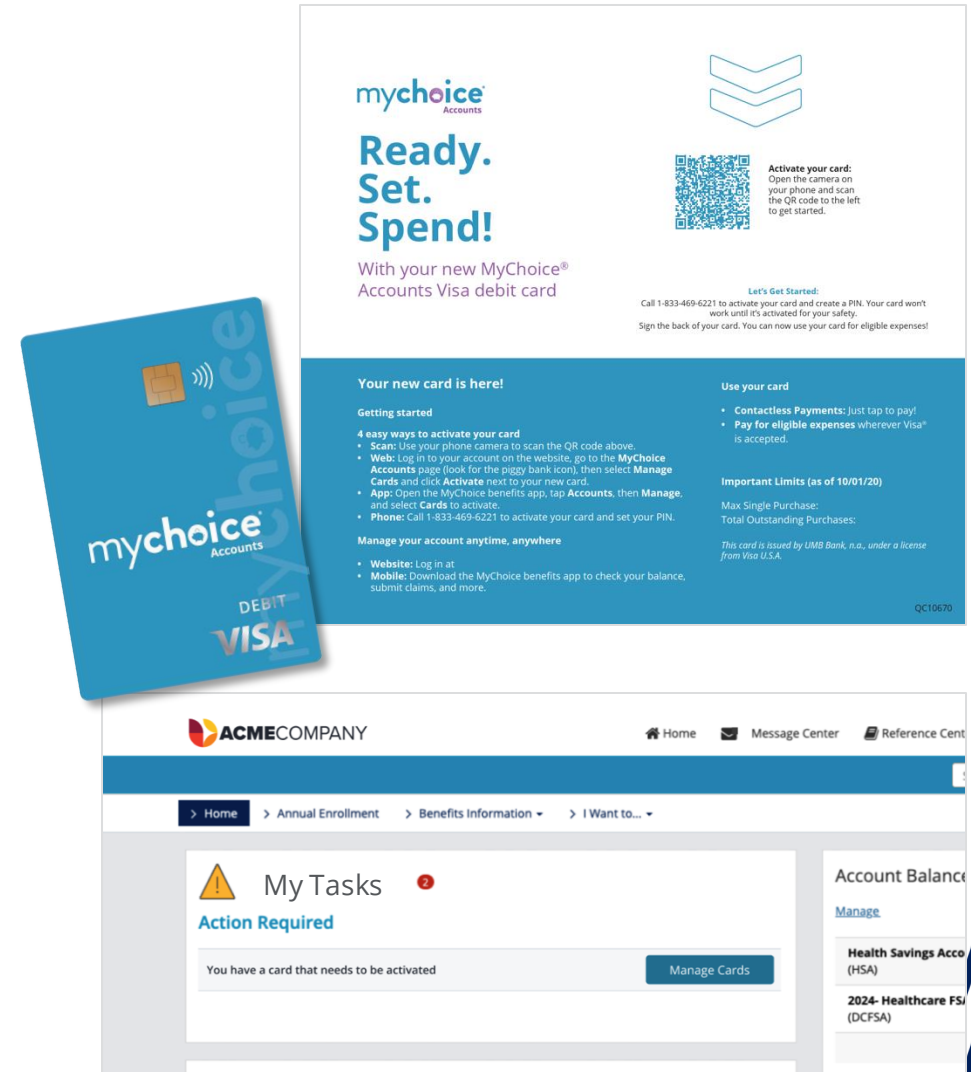
MyChoice Accounts



# MyChoice Accounts Debit Card Activation


## Overview

- Members will have access to activate their new debit card via member portal, mobile app, and IVR.
- Replaces experience with phone-only activation.
- Brings experience in-house, so Businessolver member advocates can assist if the member has a problem with the activation experience.
- Members know what to do with instructions on the updated [card mailer](#), instructions on the [mychoiceaccounts.com debit card page](#), and in-platform and in-app “MyTasks” that alert them to activate a card.





# Card Mailer Instructions

Every card mails with a sticker on the card and attached to this mailer.



## Quick Start Guide





### How to use your MyChoice Accounts Visa® debit card

The MyChoice Accounts Visa debit card makes managing your accounts simple. Use it to pay for eligible expenses, such as:

- Doctor and dentist visits
- Hospital stays and prescriptions
- Hearing and vision care
- Parking and transit expenses (if included in your account)

### Benefits of your MyChoice Accounts Visa® debit card

- **Better cash flow** – No need to pay out-of-pocket for eligible expenses.
- **Hassle-free claims** – In most cases, no extra documentation is required. But keep your receipts just in case you need to verify a claim.
- **Easy to use** – Access your funds quickly at the point of purchase.

**Use your card:**

- At provider offices
- In online billing systems
- At retailers like drugstores or big box stores that sell eligible items

### Need an additional card for a spouse or dependent?

**You can easily order one:**


1. Visit the website on the back of your card.
2. Log in and navigate to **MyChoice Accounts** (look for the piggy bank icon).
3. Select **Manage**, then **Manage Cards**.

### Scan the QR code for quick resources


- **Get answers fast:** Find FAQs, reimbursement details, and a list of eligible expenses in one place.
- **Save money:** Access exclusive coupons from the HSA Store and FSA Store.

### Important Reminders

- **Keep your receipts:** Some purchases may require verification.
- **No ATM access:** Your card cannot be used at ATMs.




Scan for resources




## Ready. Set. Spend!

With your new MyChoice® Accounts Visa debit card



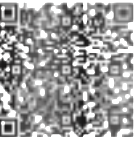
**Activate your card:**  
Open the camera on your phone and scan the QR code to the left to get started.

**Let's Get Started:**  
Call 1-833-469-6221 to activate your card and create a PIN. Your card won't work until it's activated for your safety. Sign the back of your card. You can now use your card for eligible expenses!



**L-3682**

Call 1-833-469-6221 anytime to activate your account. Remove this sticker after activation.



### Your new card is here!

#### Getting started

#### 4 easy ways to activate your card

- **Scan:** Use your phone camera to scan the QR code above.
- **Web:** Log in to your account on the website, go to the **MyChoice Accounts** page (look for the piggy bank icon), then select **Manage Cards** and click **Activate** next to your new card.
- **App:** Open the MyChoice benefits app, tap **Accounts**, then **Manage**, and select **Cards** to activate.
- **Phone:** Call 1-833-469-6221 to activate your card and set your PIN.

#### Manage your account anytime, anywhere

- **Website:** Log in at
- **Mobile:** Download the MyChoice benefits app to check your balance, submit claims, and more.

#### Use your card

- **Contactless Payments:** Just tap to pay!
- **Pay for eligible expenses** wherever Visa® is accepted.

#### Important Limits (as of 10/01/20)

Max Single Purchase:  
Total Outstanding Purchases:

This card is issued by UMB Bank, n.a., under a license from Visa U.S.A.

QC10670



# Online or Mobile Activation

## Manage > Cards

In the platform or via mobile app, members can select **Activate Card** by any card that needs to be activated.

The screenshot displays the 'Manage Cards' interface for ACME COMPANY. The page is titled 'Manage Cards' and features a navigation bar with links to Home, Message Center, Reference Center, and the user profile (Jeannie Doe). Below the navigation bar, there are tabs for MyChoice Accounts, Dashboard, Accounts, Investments, Claims, and Manage. The 'Cards' tab is selected, showing a list of cards for activation. The cards are organized into two columns. The left column shows cards for Edison Pierce (\*\*\*\*5428) and Morgan Pierce (\*\*\*\*8361). The right column shows cards for Megan Pierce (\*\*\*\*7264) and Edison Pierce (\*\*\*\*5428). Each card entry includes the cardholder's name, card number, mailing date, expiration date, and a status indicator (Active, Locked, or Issued). An 'Activate Card' button is visible next to the cards that need activation. A 'Frequently Asked Questions' section is located at the bottom of the page.

Cardholder	Card Number	Mailed	Expiration	Status	Action
Edison Pierce	****5428	12/15/2023	12/2026	Active	
Edison Pierce	****3311	06/15/2022	6/2024	Locked	
Morgan Pierce	****8361	12/15/2024		Issued	Activate Card
Megan Pierce	****7264	12/15/2023	12/2026	Active	
Megan Pierce	****7264	12/15/2024		Issued	Activate Card
Edison Pierce	****5428	12/15/2023	12/2026	Active	
Edison Pierce	****3311	06/15/2022	6/2024	Locked	
Morgan Pierce	****8361	12/15/2024		Issued	Activate Card

© 1999-2022 Businessolver Privacy Policy | Browser Requirements

english español français



# Online or Mobile Activation

## Manage > Cards

Members will need the card expiration date to validate their activation.

Manage Cards - Activation Modal

ACMECOMPANY

Home Message Center Reference Center Jeannie Doe

MyChoice Accounts Dashboard Accounts Investments Claims Manage

Cards Bank Accounts Care Providers Documents

MyChoice Accounts Card

+ Issue Card

Activate Card

Please provide the expiration date for your new card.

Card number: \*\*\*\* \* 5269

Card expiration date

Date format XX/XX

Cancel Activate

Mobile web - card activation modal

ACMECOMPANY

Menu

Manage Cards

+ Issue Card

Activate Card

Please provide the expiration date for your new card.

Card number: \*\*\*\* \* 5269

Card expiration date

Date format XXXX

If you would rather activate your card by phone, call 833-469-6221 and follow the voice prompts.

Cancel Activate

5428

Issued

Activate Card

Frequently Asked Questions

View terms and conditions

Privacy Policy | Browser Requirements

© 1999-2023 Businessolver

english español français

Hi, I'm Sofia



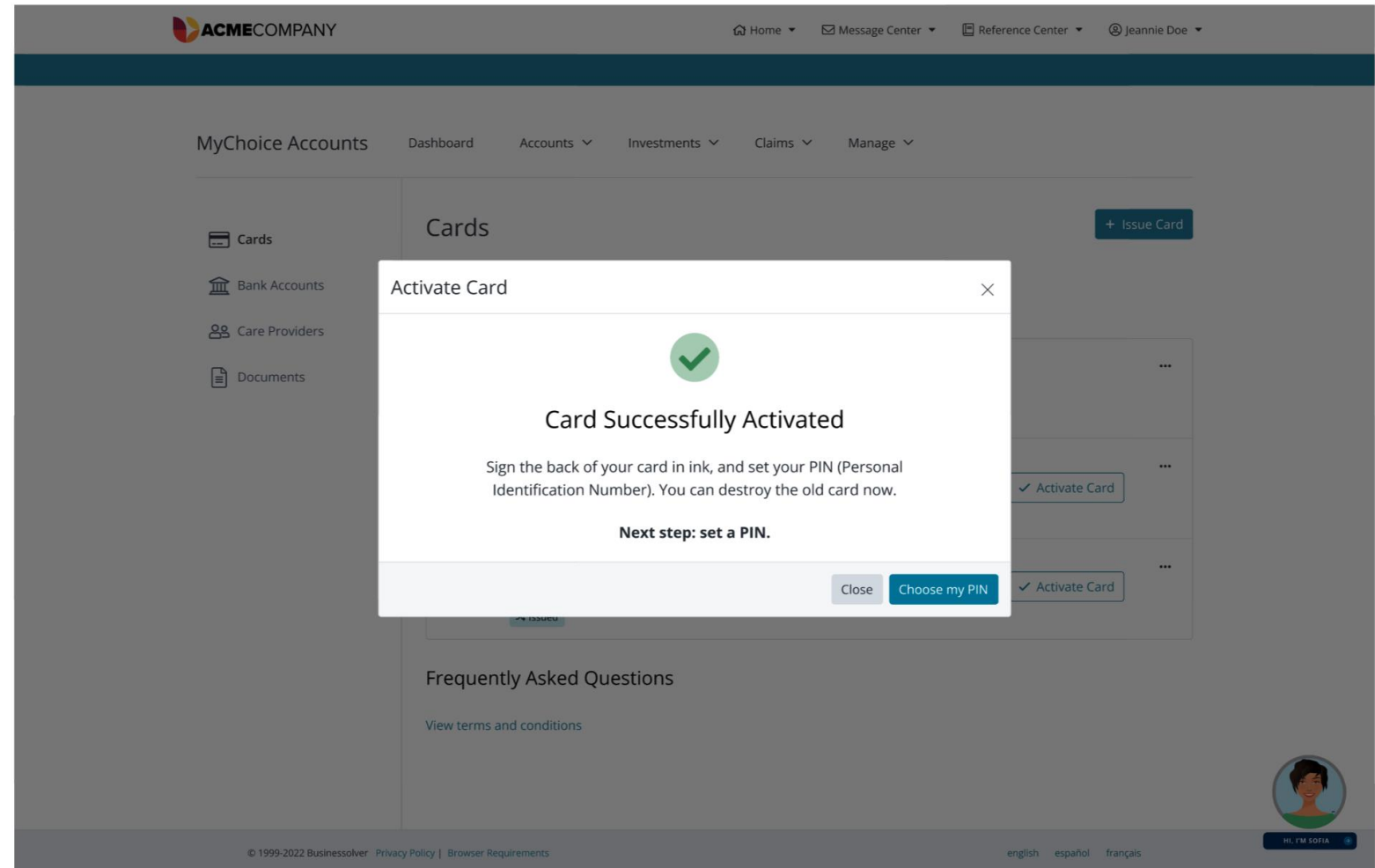
# → Online or Mobile Activation

## Manage > Cards

Confirmation Message.

Next step: set a PIN.

Manage Cards - Activation success



# Online or Mobile Activation

## Manage > Cards

Set and Save PIN.

Manage Cards - Set PIN

The screenshot displays the ACME COMPANY online portal. The top navigation bar includes links for Home, Message Center, Reference Center, and the user profile (Jeannie Doe). The main navigation menu on the left lists Cards, Bank Accounts, Care Providers, and Documents. The central content area is titled 'Cards' and features a '+ Issue Card' button. A modal window titled 'Set PIN' is open, prompting the user to 'Choose a four-digit PIN for this card.' The modal contains two input fields: 'PIN' and 'Re-enter PIN', both with placeholder text 'Four-digit number' and 'Numbers must match' respectively. At the bottom of the modal are 'Close' and 'Save PIN' buttons. The background shows a list of cards with 'Activate Card' buttons and a 'Frequently Asked Questions' section at the bottom.



# Online or Mobile Activation

## Manage > Cards

Set and Save PIN.

Manage Cards - Set PIN

The screenshot displays the ACME COMPANY online portal. The top navigation bar includes links for Home, Message Center, Reference Center, and the user profile (Jeannie Doe). The main navigation menu on the left lists Cards, Bank Accounts, Care Providers, and Documents. The central content area is titled 'Cards' and features a '+ Issue Card' button. A modal window titled 'Set PIN' is open, prompting the user to 'Choose a four-digit PIN for this card.' The modal contains two input fields: 'PIN' and 'Re-enter PIN', both with placeholder text indicating they are four-digit numbers. Below the 'Re-enter PIN' field, a note states 'Numbers must match'. At the bottom of the modal are 'Close' and 'Save PIN' buttons. The background shows a list of cards with 'Activate Card' buttons and a 'Frequently Asked Questions' section at the bottom.



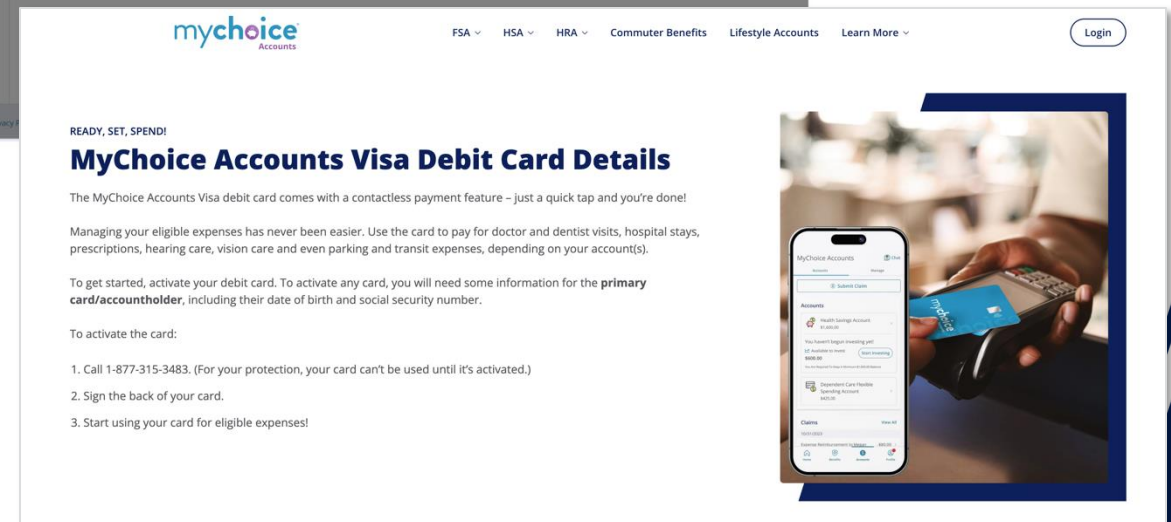
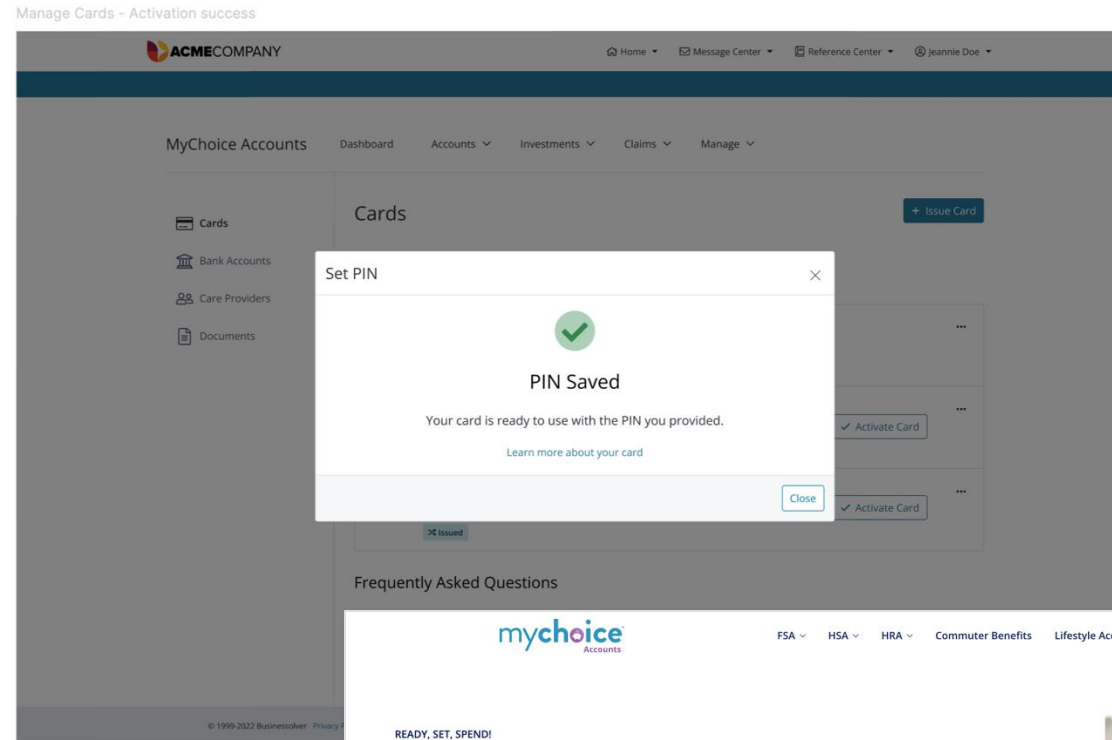


# Online or Mobile Activation

## Manage > Cards

PIN saved.

[Learn more about your card](#) link takes members to debit card page on mychoiceaccounts.com

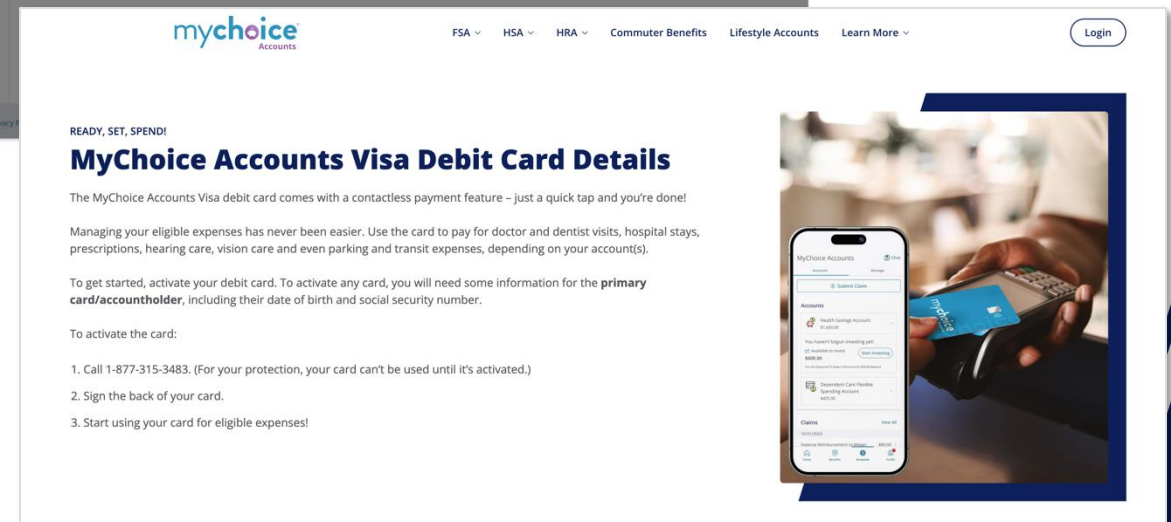
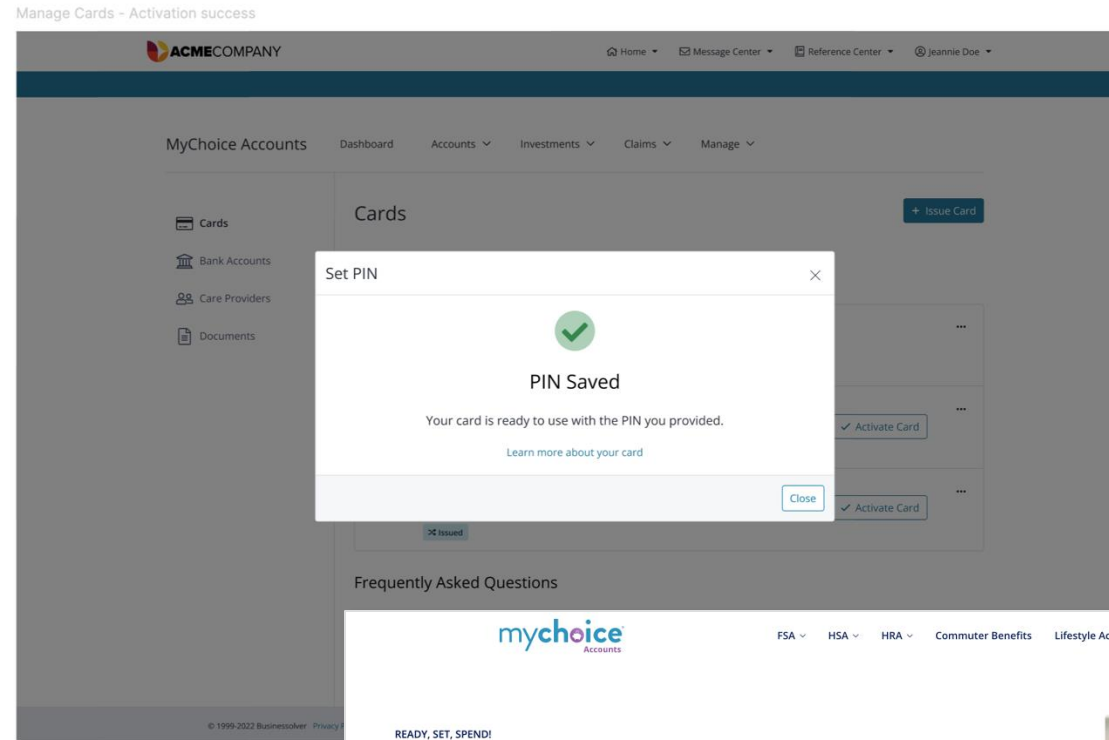


# Online or Mobile Activation

## Manage > Cards

PIN saved.

[Learn more about your card](#) link takes members to debit card page on mychoiceaccounts.com



# Online or Mobile Activation: Troubleshooting

## Manage > Cards

Wrong card expiration date provides an error.

Manage Cards - Activation failure - wrong date

The screenshot displays the 'Manage Cards' section of the ACME COMPANY portal. A modal titled 'Activate Card' is open, prompting the user to provide the expiration date for a new card. The card number is masked as '\*\*\*\* \* 5269'. The 'Card expiration date' field contains '01/25', with a note below it stating 'Date format XX/XX'. A red error message reads: 'That expiration date does not match our records. Please try again.' The modal includes 'Cancel' and 'Activate' buttons. In the background, the 'Cards' section shows a table with columns for card details and actions, including an 'Issue Card' button and 'Activate Card' buttons with checkmarks. The footer of the page includes copyright information for Businessolver, Inc. (© 1999-2022), language options (english, español, français), and a user profile icon for 'Hi, I'm Sofia'.



# → Online or Mobile Activation: Troubleshooting

## Manage > Cards

PIN doesn't match. Try again.

Manage Cards - PIN doesn't match

The screenshot displays the ACME COMPANY online portal. The user is logged in as Jeannie Doe. The main navigation bar includes links for Home, Message Center, Reference Center, and the user profile. The left sidebar shows options for Cards, Bank Accounts, Care Providers, and Documents. The main content area is titled 'MyChoice Accounts' and includes a 'Manage' dropdown menu. A modal window titled 'Set PIN' is open, prompting the user to 'Choose a four-digit PIN for this card.' It features two input fields: 'PIN' and 'Re-enter PIN', both containing four asterisks. Below the 'Re-enter PIN' field, a red error message states 'Numbers must match. Please try again.' The modal also includes 'Close' and 'Save PIN' buttons. In the background, a list of cards is visible, each with an 'Activate Card' button. The footer contains copyright information for Businessolver, Inc. 2025, and language options for English, Spanish, and French.



# Online or Mobile Activation: Troubleshooting

## Manage > Cards

Other PIN error. Try a different number.

Manage Cards - PIN error

The screenshot shows a web application interface for 'ACME COMPANY'. A modal dialog titled 'Set PIN' is open, prompting the user to 'Choose a four-digit PIN for this card.' The dialog contains two input fields: 'PIN' and 'Re-enter PIN', both masked with four dots. Below the 'PIN' field is the label 'Four-digit number', and below the 'Re-enter PIN' field is the label 'Numbers must match'. A red error message at the bottom of the dialog reads: 'There was a problem with the PIN you provided. Please try a different number.' At the bottom right of the dialog are 'Close' and 'Save PIN' buttons. The background shows a sidebar with 'MyChoice Accounts' and a list of items: 'Cards', 'Bank Accounts', 'Care Providers', and 'Documents'. The top navigation bar includes 'Home', 'Message Center', 'Reference Center', and a user profile 'Jeannie Doe'. The footer contains copyright information, privacy policy links, and language options.



# → Online or Mobile Activation: Troubleshooting

## Manage > Cards

Activation error prompts member to call in and follow voice prompts.

Manage Cards - Activation failure - system error

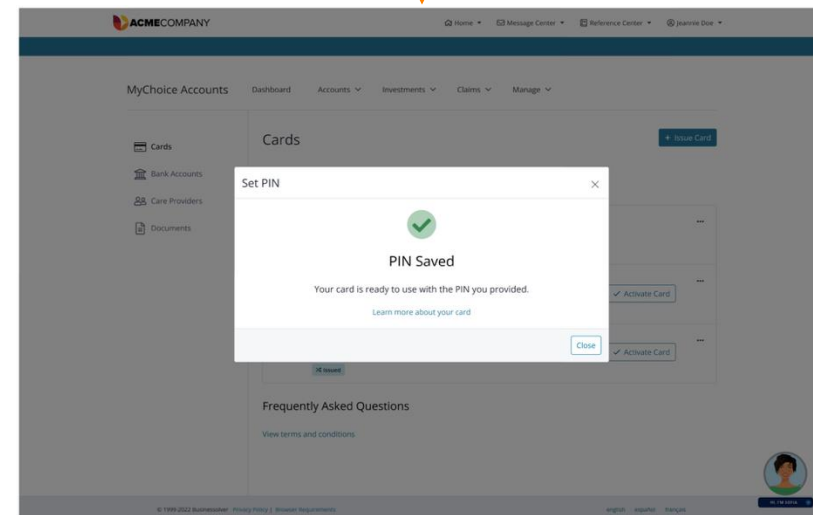
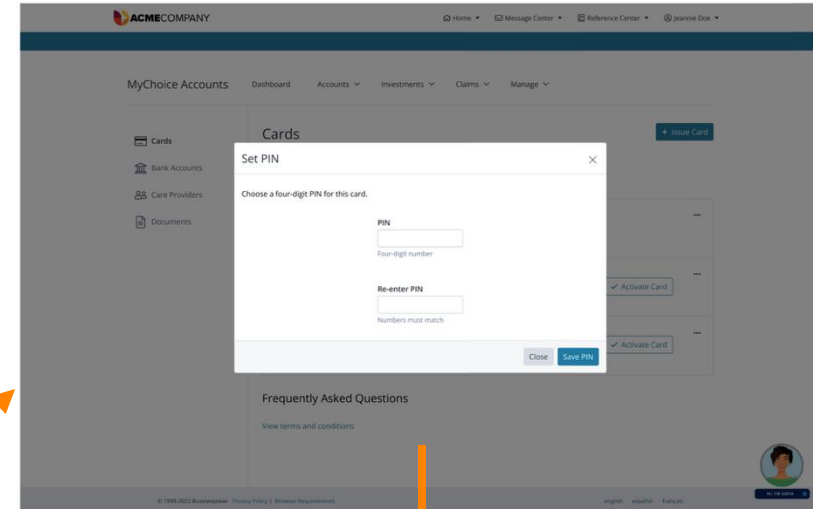
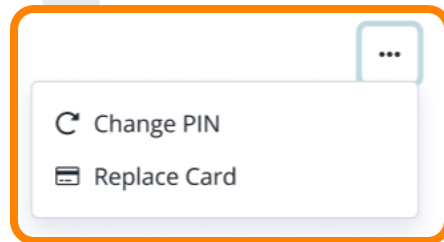
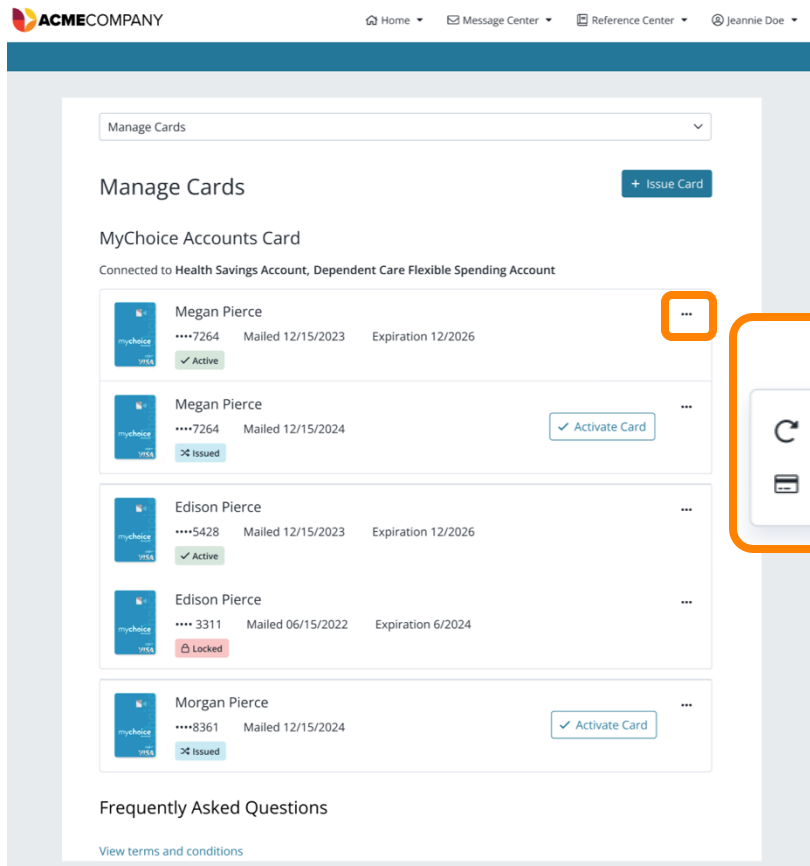
The screenshot displays the 'Manage Cards' section of the ACME COMPANY website. A modal window titled 'Activate Card' is open, prompting the user to provide an expiration date for a new card. The card number is masked as '\*\*\*\* \* 5269'. The user has entered '01/25' for the expiration date. Below the input field, a red error message states: 'There was a problem activating the card. Please call 833-469-6221 and follow the voice prompts.' The modal includes 'Cancel' and 'Activate' buttons. The background interface shows a navigation menu with options like 'MyChoice Accounts', 'Dashboard', 'Accounts', 'Investments', 'Claims', and 'Manage'. A sidebar on the left lists 'Cards', 'Bank Accounts', 'Care Providers', and 'Documents'. The top of the page features the ACME COMPANY logo and user account information for 'Jeannie Doe'.



# Online or Mobile Activation: Update PIN

## Manage > Cards

Update PIN after activation



# Card Replacement Wizard

MyChoice Accounts Card

FSA2025, HSA

Anna Wilson

\*\*\*\*5968Exp. 10/28

Active

Josiah Wilson

\*\*\*\*0017Exp. 03/29

Active

Hannah Wilson

\*\*\*\*0058Exp. 02/29

Active

Jeffrey Wilson

\*\*\*\*5968Exp. 06/29

Active

Change PIN

Replace Card

Lock Card

Replace Card

Please help us understand why you are looking to replace your card so we can best assist you.

☐ My card is damaged

☐ My card is expiring soon

☐ My card is lost or never arrived

☐ My card was stolen

Close

Next

Replace Card

Please help us understand why you are looking to replace your card so we can best assist you.

☒ My card is damaged

☐ My card is expiring soon

☐ My card is lost or never arrived

☐ My card was stolen

We will send you a new card to replace the damaged one. If your current card is not chip-enabled, you will be issued a new card number and any dependent cards will also be replaced. If your current card is chip-enabled, your card number will stay the same and only this card will be replaced.

Replace Damaged Card

MyChoice Accounts Card

Anna Wilson

\*\*\*\*5968 Exp. 10/28

Your new card will be sent to the address on file typically within 7-10 days. Your card number will be deactivated until you activate the new card.

Close

Replace Card

Damaged

Replace Card

Please help us understand why you are looking to replace your card so we can best assist you.

☐ My card is damaged

☒ My card is expiring soon

☐ My card is lost or never arrived

☐ My card was stolen

Expiring cards are automatically replaced before the end of the expiration month. Your card is still active until the last day of the expiring month.

Replace Expiring Card

MyChoice Accounts Card

Anna Wilson

\*\*\*\*5968 Exp. 10/28

A new card will be sent to the address on file before the end of the expiration month. Your current card is still active until the last day of the expiration month.

My card is lost or never arrived

Close

Expiring

Replace Card

Please help us understand why you are looking to replace your card so we can best assist you.

☐ My card is damaged

☐ My card is expiring soon

☒ My card is lost or never arrived

☐ My card was stolen

You will need to call 800-556-5678 to speak with our team about your missing card.

Close

Next

Lost/Never Arrived

Replace Card

Please help us understand why you are looking to replace your card so we can best assist you.

☐ My card is damaged

☐ My card is expiring soon

☐ My card is lost or never arrived

☒ My card was stolen

You will need to call 800-556-5678 to speak with our team about your missing card.

Close

Next

Stolen





# Card Replacement Wizard

Replace Card

Please help us understand why you are looking to replace your card so we can best assist you.

☐ My card is damaged

☐ My card is expiring soon

☐ My card is lost or never arrived

☒ My card was stolen

You will need to call 800-556-5678 to speak with our team about your missing card.

Close

Next

Report card lost or stolen instructions

ACMECOMPANY

Home

Message Center

Reference Center

Jeannie Doe

MyChoice Accounts

Dashboard

Accounts

Investments

Claims

Manage

Cards


Bank Accounts

Care Providers

Documents

Replace Missing Card

MyChoice Accounts Card



Megan Pierce

•••7264 Exp. 12/26

Report Card Lost or Stolen

For your protection, please call **800-556-5678** to speak with our theft monitoring department to review your latest transactions and report your debit card as lost or stolen.

Once you have completed this process with the bank, new card(s) will be issued to the address on file, typically within 7-10 days.

Note: If you are unable to call right away, please lock your card to prevent unauthorized activity. (If you locate your card before you call, you can unlock your card.)

Lock Card

Close

+ Issue Card

...


...

© 1999-2022 Businessolver Privacy Policy | Browser Requirements

english

español

français



Hi, I'M SOFIA



# Card Replacement Wizard

Member locks card instructions.

The screenshot displays the ACME COMPANY website interface. At the top, the header includes the company logo, navigation links for Home, Message Center, Reference Center, and a user profile for Jeannie Doe. Below the header, a secondary navigation bar lists 'MyChoice Accounts', Dashboard, Accounts, Investments, Claims, and Manage. A left sidebar contains links for Cards, Bank Accounts, Care Providers, and Documents. The main content area is titled 'Cards' and features a '+ Issue Card' button. A modal dialog titled 'Card Locked' is centered on the screen, displaying a padlock icon and the message: 'Your card ••••7264 is locked'. The dialog provides instructions on how to unlock the card and what to do if it is suspected to be stolen. A 'Close' button is located at the bottom right of the modal. The footer of the website includes copyright information, privacy policy, browser requirements, and language options (english, español, français). A user profile icon for 'HI, I'M SOFIA' is visible in the bottom right corner.

ACME COMPANY


Home Message Center Reference Center Jeannie Doe

MyChoice Accounts Dashboard Accounts Investments Claims Manage

Cards Bank Accounts Care Providers Documents

+ Issue Card

**Card Locked**



**Your card ••••7264 is locked**

You can unlock this card at any time by returning to the Manage Cards page and selecting "Unlock Card".

If you suspect your card has been stolen or used without your permission, please call **800-556-5678** to speak with our theft monitoring department and replace your card.

Close

Frequently Asked Questions

[View terms and conditions](#)

© 1999-2022 Businessolver Privacy Policy | Browser Requirements

english español français

HI, I'M SOFIA





# Technology, Powered by *People*

Market Leader in Benefits Technology and Innovation