

Economic Impact Payment Cards



Is this a scam?

If you qualify for an Economic Impact Payment (EIP), you may receive a prepaid Visa® debit card issued by MetaBank, even if you received your last stimulus payment as a check or direct deposit. EIP Cards arrive in a white envelope that displays the U.S. Treasury seal and says “Economic Impact Payment Card” in the return address.

What if my EIP Card was lost, stolen, or destroyed?

Call MetaBank Customer Service and select the “Lost/Stolen” option. Your card will be deactivated to prevent anyone from using it and, if you request, a replacement card will be provided to you at no cost.

How do I activate my EIP Card?

Call the phone number on the EIP Card. You will be asked to input your card number, last 6-digits of your social security number, and the 3-digit security code from the back of your card. You might be asked to answer more questions to prove your identity. You will also create a 4-digit PIN. For cards with more than one name, only the primary cardholder (listed first on the card) may activate it.

Where can I make purchases?

You can use your EIP Card anywhere that takes Visa®.

At Stores: Once you are ready to pay, insert your EIP Card into the card reader and follow the prompts on the screen. You can choose to sign for the transaction or enter your 4-digit PIN.

Online: You will need to enter your 16-digit card number, expiration date, and 3-digit code from the back of the card. For cards with more than one name, the primary cardholder name (listed first on the card) may be required to complete the online purchase.

Can I transfer the funds to my bank? Can I get cash?

After activating your card, you can transfer funds three ways: at EIPCard.com, by using the Money Network Mobile App, or by calling MetaBank Customer Service. You’ll need the routing and account numbers for your bank account to complete the transfer.

There are several ways to get cash, too. After activating your EIP Card, you can get cash from an ATM, as cash-back at stores that accept Visa®, or at any bank or credit union. Fees may apply.

How do I check my balance?

You can check your balance three ways: at EIPCard.com, by calling MetaBank Customer Service, or on the Money Network Mobile App (available at the App Store® or on Google Play™).

For More Information

visit: EIPCard.com

call: MetaBank Customer Service at 800-240-8100 (TTY: 800-241-9100)