

# TANF rapid! Pay Card: Quick Guide

## About Your Card

The rapid! Pay Card is a prepaid Visa/Mastercard debit card that:

- Works anywhere Debit Mastercard® or Visa® debit cards are accepted
- Provides access to cash at any bank or ATM displaying Visa, Mastercard, Allpoint, or MoneyPass logos. ATM transactions are treated as cash withdrawals.

## When will my TANF Benefits be available on my card?

Your monthly benefits are automatically loaded to your card when you're eligible - no extra steps needed!

Check your balance:

- Through rapid! Pay mobile app
- Call 1.888.727.4314
- Visit [www.rapidfs.com](http://www.rapidfs.com)



For case-specific questions, contact your CITC case manager.



 **COOK INLET TRIBAL COUNCIL**  
**Financial Assistance**

**CITC Financial Assistance**

907-793-3600, extension 2

Scan to learn more!



[citci.org/tanf](http://citci.org/tanf)

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## Getting Started

### When you receive your card:

- Activate it and set up a PIN using any of these methods:
  - Through rapid! Pay mobile app
  - Call 1.888.727.4314
  - Online at [www.rapidfs.com](http://www.rapidfs.com)

## Key Features

### 1. Free Text Alerts

- Sign up at [www.rapidfs.com](http://www.rapidfs.com)
- Text "BAL" to 90831 for instant balance checks
- Customize your alert preferences

### 2. Cash Back Rewards

- Earn rewards on qualifying purchases
- Monthly cash back payments

### 3. Free Bill Pay

- Pay bills online or by phone at no cost

## Managing Your Account

Access your account online at [www.rapidfs.com](http://www.rapidfs.com):

- View your account balance and transactions
- Access monthly statements and account history
- Update your PIN and other personal information
- Set up a savings account and sign up for text alerts and other features
- Transfer funds to another card or bank account
- Get direct deposit forms to have other sources of income deposited to your card

## Lost or Stolen Card

- **Call 1.888.727.4314 immediately** to report your card lost/stolen and lock it to prevent unauthorized charges
- **Replacement cards may only be ordered through the Rapid! app** or online at [www.rapidfs.com](http://www.rapidfs.com). If you need assistance, please contact CITC.
- **Dispute unauthorized charges** by completing a dispute form in the Rapid! app or contact CITC for help.

**rapid! Customer service:**

**1.888.727.4314 or [www.rapidfs.com](http://www.rapidfs.com)**