

Requesting Additional Benefits Cards

You can request additional cards by logging into your online account at sentinelgroup.com. The card request options can be found under the **Profile** menu within your account.

Hover over the Accounts Menu and select **Banking/Cards** from the profile menu.

The screenshot shows the Sentinel Benefits & Financial Group website. At the top left is the logo with the tagline "We care about how we can help." Below the logo is a navigation bar with "Home", "Accounts", "Tools & Support", and "Message Center". The "Accounts" menu is highlighted. Below the navigation bar is a section titled "Banking / Cards". This section is divided into two columns. The left column is titled "Bank Accounts" and has a link "Add Bank Account". Below this link, it says "No bank accounts exist". The right column is titled "Debit Cards" and shows details for "ANDREW PETERSON":
Card Number: x 1234 †
Status: Ready To Activate
Expires: 12/31/2019
Effective: 12/5/2016
Below these details are links for "Report Lost/Stolen" and "Order Replacement". At the bottom of the right column, there is a link for "† Request New Personal Identification Number (PIN) Toll Free Number: (866) 898-9795".

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

Additional cards - If you need additional sets of cards, select the 'order replacement' 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 your account. If there is no available balance in your plan, you will need to wait until there is an available balance to request new cards be issued.

Expiring Cards- Your benefits card is good for 3 years. When your card is set to expire, a new card will be issued automatically. Your existing card will work through the end of the month in which it is set to expire, or until you activate your new cards.

***You DO NOT need to order new cards if yours are expiring. As long as you are active in the plan, the card will renew automatically.

Still have questions? [Contact Us](#)