



# Debit Card – Follow Up Process

The follow Up process begins after 3 days (of card swipe) if the claim is still pending.

- 5 days before the first action is taken on claim
- First Receipt request process 7 days after claim submission
- Second Receipt request process 15 days after 1<sup>st</sup> request
- Overdue notice sent to consumer of card suspension

**\*\* You can un-suspend a debit for 24 hours, but the system will still require a receipt & revert card status back to suspension until claim is substantiated. \*\***

