
Not able to unpause my RushCard

1 message

Lisa Pollock <pollockl@umich.edu>

Thu, Aug 13, 2020 at 2:09 PM

To: rush_customerservice@greendotcorp.com, customerservice@rushcard.com

Hello,

My Rushcard ending in 9976 expires 9/1, and I am waiting to receive the new card. I often pause my card, so my kid can't use it.

Today, while at the grocery store, I tried to unpause my card to pay for my things. I was unable to unpause my card and couldn't buy my groceries.

In the app, I only saw the new card, but not the card I currently have that should still be usable. The same applies when I logged into RushCard from my computer.

Can the card that expires 9/1 be listed in the app again? I need to use it, and I DO NOT yet have the new card.

Please help. I couldn't reach anyone on the phone.

Thank you,

Lisa Pollock