
RE: Case# 02142748 Not able to unpause my RushCard [ref: _00Dj01pNc6._5003Z16lZme:ref]

2 messages

Agent <agent@rushcard.com>
To: "pollockl@umich.edu" <pollockl@umich.edu>

Thu, Aug 13, 2020 at 3:38 PM

Hello Lisa,

Thank you for contacting RushCard Member Services.

We have reviewed your account and see that an auto renewal card was sent by our automated system with new expiration date, with the same card number details ending with 9976 and with different CVV. As the existing card was put on hold, the status of the new card also became the same. Please contact customer service on chat via website or mobile app for further assistance.

Support is available on our mobile app and website 8 am - 12 am EST, 7 days a week.

Thank you,
RushCard Member Services
ref:_00Dj01pNc6._5003Z16lZme:ref

Lisa Pollock <pollockl@umich.edu>
To: Agent <agent@rushcard.com>

Thu, Aug 13, 2020 at 4:18 PM

I already knew this, stated it in my request. I need my current card (the one that expires 9/1) to be active now. It's not even expired yet.

I can't buy gas or groceries, etc.

The app and website advised me to send an e-mail vs. chat.

Please fix this ASAP.

-Lisa Pollock
[Quoted text hidden]