

**Frequently Asked Questions**

**How do I reset my Personal Identification Number (PIN)?**

* Please call the toll-free number on the back of your card, at 833-654-3078.

**What if I forget my Personal Identification Number (PIN)?**

* When utilizing the CPC card to purchase authorized goods or services, you will be allowed 3 attempts to enter your PIN number before the card is locked and transactions are declined.
* For this reason, it is important when setting your PIN number to choose a number that you can easily remember.
	+ If your card is locked, it will be locked for 24 hours before you can try using your card again.
	+ If you would like to reset your PIN Number, please call (866) 898-9795.

**How do I request a replacement card? (Lost/Stolen/Damage?)**

* To request a replacement card or to report your card as lost or stolen, please contact the CPC Call Center at 833-654-3078 or login to your account online.

**How will I know when an authorized fund is loaded to my card for authorized goods & services?**

* When funds are issued or loaded to your CPC card, you will receive an email notification informing you funds are ready use. You can also check your [balance](https://caldorpaymentcard.lh1ondemand.com/) on your online account.

**How can I submit receipts?**

* You can easily submit receipts by taking a picture of the entire receipt with your mobile phone and uploaded to your online account at [CPC Pariticpant Portal](https://caldorpaymentcard.lh1ondemand.com/Login.aspx?ReturnUrl=%2f) or send in an email to your Counselor.

**Can I withdraw cash using the CPC card?**

* No, you are unable to withdraw cash from CPC card.

**Can I make online purchases using the CPC card?**

* Yes, you can use your card for both online and in-store purchases for the authorized goods and services.

**How can I update phone number or email address?**

* You can easily update your phone number and email address in your online account or contact the CPC Call Center at 833-654-3078.

**How can I update my physical address, mailing address, or name change?**

* If you need help to change your name, your physical address, or mailing address please contact your local DOR VR Service Delivery Team.

**How to request a password change?**

* If you need help to change/reset your password, please contact your local DOR VR Service Delivery Team.