

## **Middle Class Tax Refund FAQ's**

### What are the Money Network Phone Numbers and What are Services on each line?

800-240-0223 – Hours 8:00 AM – 10:00 PM weekdays

- Card activation
- Card not received.
- Request a replacement card.
- Report fraud/Open dispute.
- Do not agree with the cardholder agreement and would like to request a check.

1-800- 542 -9332 – Hours 8:00 AM – 5:00 PM weekdays

- Eligibility Information.
- How you will receive your payment – direct deposit or debit card inquiries.
- 1099 general information.

### When should I call FTB?

- FTB at 1.800.852.5711, press 1 for Personal Income Tax when prompted during IVR messaging.
  - Change address.
  - Eligibility questions for deceased individuals.
  - Eligibility questions for an incarcerated individual with a dependent.
  - Timeframe for payment issuance has elapsed and Money Network service agent has referred back to FTB for further research.

### Important Tips:

- Best times to call are Wednesday – Friday on both Money Network phone lines. The 1-800-240-0223 line also has capacity every weekday evening through 10:00 PM.
- Taxpayers needing assistance on their debit card or debit card account will need to resolve issues directly with Money Network as the debit card is both a financial instrument and personal property of the taxpayer. Under common business practices and statues governing debit cards, the cardholder must act on their own behalf. In

almost all situations, no other entity or individual can claim a lost card etc on behalf of the cardholder.

- Individuals filing a joint tax return will have received one card with both names on it. Only the first person listed will be able to activate the card with their personal information including the last six digits of their social security number and Zip Code.
  - Once you receive and activate your debit card:
    - Take a picture of the front and back of the card for reference in the event that it becomes lost, stolen, and/or compromised. Images should be retained for confidential and personal use.
    - Download the Money Network Mobile App from the App Store or Google Play. With this mobile application, you can lock your card for security reasons between uses, transfer balances to your bank account fee free, check your balance, and locate in-network ATMs.
    - Refer to the Money Network MCTR website to [locate ATMs](#) that will allow for fee free transactions. ATMs are noted within zip codes.
  - Individuals who believe they should have received a direct deposit, or who have not yet received their debit card, should check their bank statements since October 2022 to present and look for 'FTB MCTR' as the depositing entity.
  - Only FTB can change an address for the taxpayer.
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