

MoneyPak® Deposit Support

If you are having problems depositing funds with a MoneyPak, complete the form below and **include as much information as possible**. The more info you provide, the faster a resolution can come.

- Email the completed form **PLUS** a photo or scan of your receipt and of the back of your MoneyPak to RR@greendot.com.
- Include your name and phone number in the body of the email, and on all images.
- Format the subject line as: “MoneyPak Deposit Support: Your Name”
- If you do not have access to email, mail the form and images to:
Receipt Research, PO Box 5100, Pasadena, CA 91117.

Important: Images of both the receipt and the back of the MoneyPak are **required** for assistance. If you have lost your MoneyPak, then only the image of the receipt is required.

If you are not the person who purchased the MoneyPak, have that person send these 2 images to you. Make sure the images are in focus and the MoneyPak number and receipt details are readable.

If you think you may have been scammed, contact your local police department **ASAP**. You can also [submit a fraud claim to Green Dot](#).

What can we help you with?

An error message said my MoneyPak number is invalid

Some of the MoneyPak numbers got scratched off

My MoneyPak was lost or stolen, but I still have the receipt

Other:

Number on back of MoneyPak:

If you lost your MoneyPak, leave blank. If you scratched off part of the MoneyPak number, provide the numbers you can see.

Your Contact Information

First Name:

Last Name:

Street Address:

Apt/Suite:

City:

State:

ZIP Code:

Email:

Phone Number:

We'll use this information to communicate any important info or updates about your case.

Receipt Information:

Please provide the following information if it appears on your receipt

Amount: \$

Transaction Date:

Transaction Time:

Store Number:

Store Phone Number:

Any other details?

Remember, the more we know, the better equipped we are to help.