



# True Link Card



**BEACON**  
Specialized Living

# What is a True Link Card?

---

A True Link card is a prepaid Visa card for Resident Funds to help residents to manage their spending money.

The True Link card can be used at the stores just like a credit card, and can also be used at an ATM. A pin must be set up for the ATM online before use.

- Free ATM locations can be found [HERE](#).

# What are the benefits of a True Link card?

---

- Offers independence to the resident
- Reduces Home Manager petty cash task duties

The True Link card is optional and is based on resident need and preferences.

# How to receive a True Link card



**If the resident would like a True Link card, follow these steps:**

1. Request a Social Security Award Letter from the Payee.
2. Send the Social Security Award Letter and the Resident Care Agreement (RCA) to the Accounting department.
3. Resident gets a True Link card!

# How to check True Link balance



**Home Manager online:** <https://member.truelinkfinancial.com/sign-in>

Log in info-

Username: homename@beaconspecialized.org ie: Kalamazoo@beaconspecialized.org

Password: 00Homexx (xx = home number) ie: 00Home28 for Kalamazoo

You will see all your residents and their balances (and all transactions) for your home.

**Resident online:** <https://member.truelinkfinancial.com/cardholder/sign-in>

**By Phone:** Call 1-800-299-7646 to check the card balance and recent transactions.

Will be asked to provide last 4 digits of card number, last 4 digits of cardholders Social Security number, and the cardholder's year of birth.

**Payees:**

Payees can sign up to view as well with the same website above. The resident will need to provide the last 4 digits of card number, last 4 digits of cardholders Social Security number, and the cardholder's year of birth if they want them to have access.

# Resident Funds Received

- You will be notified via email.
- Inform the resident that funds will be on their True Link card on the next business day.
- Do not include these funds on the Petty Cash report.



Truelink Resident Funds Received 05/03/2021 ENCRYPT -AI Sabo



Ashley Cline  
To Ashley Cline



AI Sabo J Smith \$15 RF - Truelink.pdf  
45 KB

GoodAfternoon,

We received the following **Truelink** resident funds today. Do not hand out cash. The funds will be available on their Truelink card tomorrow, **05/04/2021**.

Have a great day!



Ashley Cline  
Accounting Assistant  
Beacon Specialized Living Services, Inc.  
[890 North 10<sup>th</sup> Street, Suite 110](mailto:acine@beaconspecialized.org)  
[Kalamazoo, MI 49009](mailto:acine@beaconspecialized.org)  
[acine@beaconspecialized.org](mailto:acine@beaconspecialized.org)

## **Lost/Stolen Cards:**

- There is a \$5 fee charged to the resident for a replacement card.
- Contact Ashley Cline or Allison Shockley to request a new card from True Link.

## **If the resident does not want to use their card:**

- Please contact Ashley Cline or Allison Shockley to cancel card.
- Funds remaining on card can be given back to resident in cash.

# **True Link FAQ**