

Frequently Asked Questions

How do I make a purchase with my Card?

You can use your Card where Visa is accepted by presenting it in person, online or by phone. Approved transactions will be deducted from the Card balance immediately.

Do I need a Personal Identification Number (PIN) to use my Card?

You do not need a PIN. Select "credit" and sign the receipt. If you desire a PIN, call 1-888-621-1397. Obtaining a PIN will not grant access to cash at ATMs or provide cash back with transactions.

What do I do if the Card is declined?

A transaction will be declined when the amount presented by the merchant is more than the remaining balance on the Card. Subject to merchant procedures, you may be able to pay the difference between the purchase price and the remaining value on your prepaid Card with cash, check, credit card or check card.

Can I use my Card for gas purchases and "pay at the pump?"

We suggest you go inside and prepay for your gas. If you "pay at the pump," an average purchase of gas will be pre-authorized because the final amount is unknown. An average purchase amount can vary from \$40 to \$75. If your balance does not cover the pre-authorized amount, your transaction will be declined. Restaurants, rental companies, hotels and other merchants may pre-authorize in this manner.

How can I check the balance on my Card?

Check your balance online at www.card-support.com or toll free at 1-888-621-1397.

How long can I use the Prepaid Visa Card?

Use your Card until the balance is zero or it has expired. Then destroy your Card.

What do I do if my Card is lost or stolen?

Report your Card lost or stolen immediately by calling toll free 1-888-621-1397.

Are any fees charged to my Card?

A lost or stolen card replacement fee is charged if the Card is replaced. See the Cardholder Agreement provided with the Card for a complete list of fees.



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Activate Your Card

The Card **CANNOT** be used until activated. To activate the Card, please visit www.card-support.com or call **1-888-621-1397**.

You will be prompted to enter the following:
16 digit Card Number & Access Code: **4444**

About Your Prepaid Visa Card

It's not a credit card. It's a prepaid card.

Your Card is prefunded. Spending is limited to the amount loaded, so there is no risk of overdraft or interest charges. It carries the Visa logo, so you can use it anywhere Visa Debit Cards are accepted to make purchases in person, by phone or online.

It's easy to use.

Present your prepaid Visa Card at time of purchase and the transaction amount will be automatically deducted from your Card's balance.

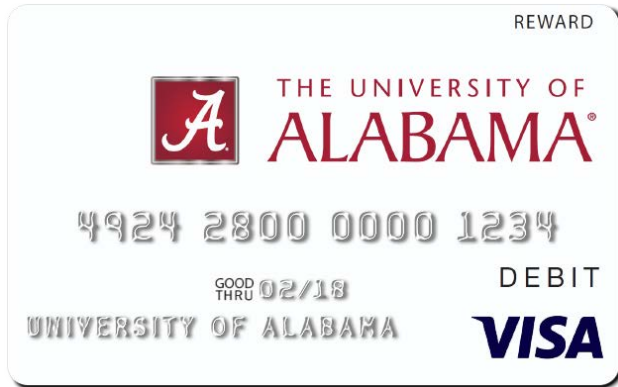
It's easy to track.

Check your available balance or transactions any time online at www.card-support.com or by calling toll free 1-888-621-1397.

It's safe and secure.

Your prepaid Visa Card offers all the protection and security features you've come to expect from Visa, including zero liability for unauthorized purchases.

See Cardholder Terms and Conditions for more information.



KEEP THIS NUMBER HANDY!

**TO REPORT A LOST OR STOLEN CARD IMMEDIATELY, CHECK
YOUR BALANCE OR GET INFORMATION CALL**

1-888-621-1397