



FREQUENTLY ASKED QUESTIONS

Below are some common questions you may have about using your Global Cash Card Paycard. If you cannot locate the answer you're looking for, feel free to contact our Customer Service department.

HOW DO I ACTIVATE MY PAYCARD?

Activate your paycard online at www.globalcashcard.com/activate or by calling our activation line 866-929-8096.

WHAT SHOULD I DO WHEN I GET MY PERSONALIZED PAYCARD?

- ❖ Activate your new personalized paycard online at www.globalcashcard.com/activate or by calling our activation line at 866-929-8096.
- ❖ Your funds will automatically transfer from your instant issue paycard to your new personalized MasterCard or Visa paycard.
- ❖ Keep your instant issue paycard as a backup in case your personalized paycard is ever lost or stolen.

HOW WILL MY PAYCARD WORK?

Your employer will fund your paycard with your pay on payday. You will have immediate access to your funds through millions of ATM's and merchants worldwide.

IS MY MONEY SECURE?

Yes! All card balances are insured by the F.D.I.C. provided the card is registered to the name of the primary cardholder. Your money is also protected by Regulation E and Visa/ MasterCard's Zero Liability Policy.

❖ Visa's Zero Liability

Visa's Zero Liability policy covers U.S.-issued cards only and does not apply to ATM transactions, PIN transactions not processed by Visa, or certain commercial card transactions. Cardholder must notify issuer promptly of any unauthorized use. Consult issuer for additional details or visit www.visa.com/security.

❖ MasterCard's Zero Liability

Conditions and exceptions apply. Visit www.mastercard.us/zero-liability.html for more information about MasterCard Zero Liability.

THIS IS NOT A CREDIT CARD.

You will only have access to the available funds on your card.

WHAT SHOULD I DO IF I LOSE MY PAYCARD?

Report a lost or stolen paycard to Global Cash Card immediately by calling: (949) 751-0360.

HOW DO I ACCESS MY PAYCARD ACCOUNT INFORMATION?

Go to www.globalcashcard.com. Click on the 'Register' button under the 'New User' section of 'User Login'. Select a username and password. On future visits, only your username and password will be required.

❖ Mobile Access:

Access your card account via any web-enabled device within seconds through our mobile site at www.globalcashcard.com.

❖ Paycard Alerts:

Email or text messaging alerts can be set up for each deposit and when your paycard falls below a specific dollar amount.* Go online to your card account to set up your alerts today at www.globalcashcard.com.

❖ Two-Way Texting*:

Access your card account anywhere, anytime. Check your card account balance and view all activity. Sign up for mobile access online at: www.globalcashcard.com.

CAN I LOAD ADDITIONAL FUNDS ONTO MY PAYCARD?

You can load additional funds (cash only) onto your paycard at any MoneyGram or Western Union location in the United States (fees charged by vendor). Other deposits can be made to your paycard at any time from other employers, government agencies, and for tax refunds. Contact Global Cash Card for details.

CAN I USE MY PAYCARD AT MY NEXT EMPLOYER?

You can use your Global Cash Card paycard at any job. Simply log in to your card account at www.globalcashcard.com and download the direct deposit form to give to your new employer.

WHAT IF I DON'T RECOGNIZE A TRANSACTION THAT WAS CHARGED TO MY CARD?

If you think there may be an unauthorized transaction on your account, please contact Global Cash Card immediately by calling 949-751-0360.

QUESTIONS ON COMMON CARD USES:

Using Your Card at an ATM

Access your money, day or night, at millions of ATMs worldwide. One of the many benefits available to Global Cash Card cardholders is access to over 60,000 Allpoint and MoneyPass Network surcharge-free ATMs.

While this feature is available for free, certain other transaction fees and costs, terms, and conditions are associated with the use of this Card. See your Cardholder Agreement and Disclosure, available by logging into your account online, for more details.

Surcharge-Free Networks Available

- ❖ Allpoint Network: www.allpointnetwork.com. Use with MasterCard and Visa paycards.
- ❖ MoneyPass Network: Go to www.moneypass.com. Use with Visa paycards only.

Using Your Card at a Gas Station

The best way to use your paycard at gas stations is to prepay for the exact amount you would like inside at the cashier. If you pay at the pump, the gas station may place a hold of up to \$100 on your card (since they don't know how much you're going to spend). This hold can last up to 24 hours.

Using Your Card When You Go Out to Eat

Restaurants may automatically add up to 25% to your bill to cover a tip. If you do not have the total on your card to cover the amount, you will be declined.

Using Your Card to Pay Bills

Pay merchants who accept Visa debit cards and Debit MasterCard directly either online or over the phone for no fee. For those who don't accept Visa or MasterCard, use Global Cash Card's bill pay system for all other bills at no fee.

* Standard text message and data rates, fees, and charges may apply.