

FAQs/User Tips

Activate Your Reward Card

You can activate your card by calling the phone number on the activation label, 24 hours a day 7 days a week through the automated system. You can also activate your card by visiting www.prepaid-usa.com, registering the card, and creating an account. Your card cannot be used until activated.

Helpful Tips

- Gas pumps – Always present your card to the cashier as it will not work at the pump.
- Restaurants/Salons/Service Stations – Some merchants will preauthorize up to a 20% gratuity. Your card may be declined if your balance cannot accommodate this additional gratuity.
- To check your balance, call the number printed on your card or visit prepaid-usa.com.
- Visa® Reward Cards can be used everywhere Visa is accepted. Limitations include: smoke shops, post offices, self-checkout machines, financial disbursements, ATMs.
- To use the card toward a purchase that exceeds the balance of your card, you will need to notify the cashier to do a 'split transaction', they will need to key in the exact amount so you may use two forms of payment to pay for any remaining amount.

Terms and Conditions

Read enclosed cardholder agreement or visit <http://www.prepaid-usa.com/visa-award-cards/cardholder-agreement/> to view on-line. By using this card, you consent to the cardholder agreement and its terms and conditions.

Using Your Pin

You will be asked to create a 4-digit pin number at the time you create your card. You can use the card for debit purchases with the pin number or run the transaction as a credit purchase with no pin number needed. To change your PIN or learn more about your PIN refer to the cardholder agreement.

FAQs

1. How can I check my balance?

Visit prepaid-usa.com to obtain the balance of your Reward Card. You will need to enter the 16-digit number on the front of the card and the 3-digit security code (CVV) found on the back of the card.

2. Can I withdraw money at an ATM from my Reward Card?

In most cases, Prepaid USA Reward Cards do not have cash access and cannot be used at ATMs. Refer to the <http://www.prepaid-usa.com/visa-award-cards/cardholder-agreement/> on your card for specific instructions.

3. How do I use this at the gas station?

Payment processing terminals at gas stations may vary. In general, the best way to use the reward card at the gas station is to pay inside. Tell the attendant to only charge the amount you specify and to run the card as a "credit" transaction.

4. How do I use this at a restaurant?

Restaurants and other service merchants often run a card for 20% more than the total bill to cover gratuity. Your card may be declined if your balance cannot accommodate this additional gratuity. The gratuity amount is a hold and is issued back to the card within approximately 10 business days.

5. Online purchases:

To use the card online or over-the-phone, you must register your card online at www.prepaid-usa.com to link your name and mailing address to the card (for verification purposes).

Website: www.prepaid-usa.com

Customer Service Contact Information:

Phone (866) 241-4132 Representative are available Monday- Friday from 7am-3pm PST

Email: customersupport@usaconnect.biz Please allow 24-48 business hours for a response