

## **Visa® Reloadable Frequently Asked Questions (FAQ's)**

### **General Purpose and Student**

#### **How does a Prepaid Card work?**

It's a reloadable prepaid Visa debit card ("Prepaid Card"), which means you can spend up to the value placed on the Prepaid Card anywhere Visa cards are accepted. You can shop in stores, online, over the phone, and by mail order. You can get cash at ATMs worldwide. Each time you make a purchase, the amount of that purchase is automatically deducted from the Prepaid Card.

#### **How do I know the balance on my Prepaid Card?**

You can check your balance at our Web site, [www.DemocracyFCU.org](http://www.DemocracyFCU.org); by calling your local branch; or by calling customer support at 1-866-760-3156 for General and Student. Since a merchant may not be able to tell how much money is on the Prepaid Card, keeping track of your balance is a sure way to know how much you have to spend.

#### **Will I receive statements showing charges on my Prepaid Card?**

Once you activate your Prepaid Card, you will receive periodic electronic statements showing all activity on your Prepaid Card.

#### **Do I have to wait until I get a statement to see the transactions on my Prepaid Card?**

Your Prepaid Card My Card Manager mobile app and website will provide you with up to date information on all your transactions. You can always view this information by accessing the website at [www.DemocracyFCU.org](http://www.DemocracyFCU.org) or by contacting 866-760-3156 for General and Student.

#### **What is the difference between my pending transactions and posted transactions shown on the My Card Manager mobile app or website?**

With a pending transaction, the transaction has been authorized for a specific amount, but that transaction has not been submitted for final settlement. The funds are still on your Prepaid Card but are reserved and cannot be used. With a posted transaction, the transaction has been submitted and cleared for payment to the merchant, and the amount of the transaction has been deducted from the funds available on your Prepaid Card.

#### **Where can my Prepaid Card be used?**

Your Prepaid Card can be used to make purchases at millions of Visa debit locations worldwide and to obtain cash at ATMs worldwide.

### **Are there transaction or reload limits?**

Purchase transactions are limited to 7 per day, up to the balance remaining on your Prepaid Card. However, for the protection of our cardholders, there are limits to the number and dollar amount of reloads, ATM withdrawals, and cash advances performed within a certain time period. To learn more about the current limits, please reference your terms and conditions.

### **Who can order or use the Prepaid Card?**

Our Visa Prepaid Card can be purchased by our members in branch, or online via the My Card Manager website with a valid debit or credit card registered in his or her name. The individual purchasing the Prepaid Card is defined as the primary cardholder. The address listed for the primary cardholder must match the billing address for the debit/credit card used to purchase the Prepaid Card. Personalized primary cardholders can order online up to 4 personalized secondary cards for family members or companions. When purchasing a secondary card for a young person with no card experience, be sure to go over all of the materials that accompany the Prepaid Card.

### **Can I purchase a Visa Prepaid Card as a gift or for some else such as a dependent?**

Visa Prepaid Cards cannot be given as a gift. You purchase the Visa Prepaid Card for your own personal use, whether it be for general spending or travel expense or anything else. Parents can purchase a personalized, primary Prepaid Card for themselves and then order a personalized secondary/companion Prepaid Card for their dependent. Only the parent can load value to the Prepaid Card.

### **How do I get a Prepaid Card?**

You can order personalized Prepaid Cards directly at this site, or purchase a personalized Prepaid Card at your local branch.

### **Who can order/use the Parent/Student Dependent cards?**

Our Parent/Student Prepaid Card can be purchased by anyone that has a valid debit or credit card registered in his or her name. The individual purchasing the card is defined as the primary account holder. The address listed for the primary account holder must match the billing address for the debit/credit card used to purchase the Student Prepaid Card. Primary account holders can order online multiple Student Prepaid cards for up to 4 different children. When purchasing for a young person with no card experience, be sure to go over all of the materials that accompany the card.

### **Will my credit report be checked to determine if I can obtain this Prepaid Card?**

No, a credit check is not required or performed to open a Democracy Federal Credit Union Reload + Plus Visa Prepaid Card. However, approval is contingent upon passing mandatory cardholder identification confirmation.

### **Will my Prepaid Card usage affect my credit?**

The Prepaid Card is a reloadable prepaid Card program – and as such, your usage does not affect your credit rating.

### **Does the cardholder need to sign an agreement?**

Each Prepaid Card is distributed with Terms & Conditions. This document fully explains the terms and conditions regarding the use of the Prepaid Card. This document can also be viewed online. The cardholder accepts the terms and conditions by either signing the back of the Prepaid Card, using the Prepaid Card, or receiving the Prepaid Card by request.

### **How do I activate my Prepaid Card and obtain my PIN?**

Your Prepaid Card can be activated by logging into this Prepaid Card site and clicking on the Activate Card button; it then prompts you to choose a 4 digit PIN. You may also call the customer support number listed on the back of your Prepaid Card to activate it. An assigned PIN will be automatically spoken after your Prepaid Card is activated; you will have the opportunity to select a new PIN if you choose.

### **Can my Prepaid Card be used for PIN purchases?**

Yes, you can use the Prepaid Card for PIN purchases. If the merchant's terminal can accept PIN, choose the debit option. You will then be prompted to enter your PIN.

### **Can my Prepaid Card be used for signature purchases?**

Yes. If the merchant's terminal accepts credit, select the credit option. You will be asked for your signature and will not be asked for your PIN. Please note that your Prepaid Card is still a reloadable prepaid card and can only be used for the funds available on your Prepaid Card. Selecting credit only changes the way the Prepaid Card processes; it does not change your card type, and we will not extend you credit.

### **Can I use Prepaid Card for online purchases?**

Yes. You may use your Prepaid Card for mail order, telephone, and online purchases. Please make sure you enter the correct billing information, including your name and the address on file for your Prepaid Card, or the transaction may be declined. Please note that your Prepaid Card cannot be used for online gambling.

### **Can I use my Prepaid Card to pay bills online?**

Yes. You may use your Prepaid Card for online bill pay. Please make sure you enter the correct billing information, including your name and the address on file for your Prepaid Card, or the transaction may be declined.

### **Why do I need a text message to log in?**

For security purposes, we register every device you use to access your Prepaid Card. When we do not recognize a device, we will send you a text message with a code to register it (standard text message rates, fees and charges may apply). If you do not receive the text message or would prefer that we do not send you one, you may call cardholder support at 800-274-3004 to receive your verification code.

### **What happens if I need to return an item?**

Each merchant location has its own return policies and will handle the returns in the same manner as any other Visa transaction and may take up to 7 business days to be credited to your Prepaid Card. They may credit your Prepaid Card, provide a cash refund, or a store credit.

### **What if the purchase is denied?**

If a decline occurs, the Prepaid Card's available balance is probably less than the purchase amount. You may inform the merchant of the remaining balance on the Prepaid Card and use another form of payment to pay the difference, subject to the policy of the merchant. Also, please be aware that some merchants - for example, restaurants, car rental agencies, salons, mail-order companies, and cruise lines - preauthorize for an amount slightly higher than your actual transaction to ensure sufficient funds for tips or incidental expenses. This amount is "held" until the transaction settles to your Prepaid Card. Only the amount you sign for will ultimately be deducted from your Prepaid Card. Use of the Prepaid Card at automated fuel dispensers requires a minimum balance of \$100. Again, only the actual amount spent will ultimately be deducted from the Prepaid Card.

### **How can I withdraw cash with my Prepaid Card?**

You can use your Prepaid Card and PIN to withdraw cash at any ATM that accepts Visa. Some merchants also will allow you to receive cash back when you use your Prepaid Card and PIN to make a purchase. Financial Institutions may also allow cash advances. Limits are based on your Prepaid Card program; see your Cardholder Agreement for details.

### **Do some merchants get authorization to charge more than the actual amount of a purchase?**

When the Prepaid Card is used for certain kinds of transactions, the merchant accepting the Prepaid Card may request advance authorization of that transaction and may estimate the amount of the transaction. This is usually because the final purchase amount is not known at the time you present your Prepaid Card. For example: Gas stations will accept the Prepaid Card to prepay for fuel inside the station, but "pay at the pump" purchases may be authorized for an amount greater than the gas purchase.

Restaurants, hotels, and car rental agencies may get authorization for an estimated purchase amount, rather than the actual purchase amount. See your Cardholder Agreement for details.

### **What is an Authorization Hold?**

An "Authorization Hold" is a temporary hold on the funds available on your Prepaid Card for the amount of that authorized transaction. An Authorization Hold generally will be released within 3 business days after the date we authorized that transaction. However, certain merchants, especially rental car companies, hotels and others that authorize high dollar amounts may cause an Authorization Hold to remain in effect for up to 30 days. You can learn about each Authorization Hold on the funds available on your Prepaid Card at any time by calling 866-760-3156 for General or Student, or logging in to the Prepaid My Card Manager mobile app or website. Certain transactions may be handled differently by different merchants. If you are unsure of a merchant's policy, it is best to ask before presenting your Prepaid Card.

### **Can I reload the Prepaid Card?**

Yes, the card can be loaded up to 4 times. To reload using the credit or debit card registered during enrollment, primary cardholders can visit the website, call the number listed on the back of their Prepaid Card, or visit your local branch. Any applicable fee for reloading via the website or by phone will be charged to your funding source, along with the value being added to your Prepaid Card. You may register up to two credit or debit cards and one bank account as a funding account. Your Prepaid Card can always be reloaded by visiting your credit union's branches; or you may also visit participating [insert Visa ReadyLink or MC RePower] merchants to reload, and merchants reserve the right to charge a fee. Find a participating merchant at [insert <https://usa.visa.com/pay-with-visa/cards/services-locator.html> or <https://www.mastercard.us/en-us/consumers/get-support/reload-a-prepaid-card.html>].

### **What do I do if I have a Non-Personalized Prepaid Card and I've reached the 4-load limit?**

If you choose, a new Personalized Prepaid Card can be ordered from the website, or by going into your local branch. You can continue to make purchases using your old Prepaid Card until the balance has been depleted.

### **Why might my initial load or reload be declined?**

Possible reasons your initial load or reload might be declined are: the name/address on file with the debit/credit card issuer does not match the primary cardholder profile on the Visa Prepaid Card website, the debit/credit card expiration date or 3 digit code listed on the website is incorrect, or the reload limit or other applicable limits have been exceeded. First, verify your funding source information and the total number of reloads performed to date. If this does not resolve the issue, call the toll free number on the back of your Prepaid Card to discuss other limits that may have been exceeded.

### **How do I register my checking/savings account as a funding account for my Prepaid Card?**

Log into the mobile app or website and select “Load Funds,” then “Bank Account”. You will enter the bank routing number and your specific Account Number. The ownership of the account must then be verified. You will receive two small deposits and two debits in the exact amounts of those credits in your bank account within 3-5 banking days. The description in your bank account will say something similar to “Prepaid Fund Acct Trial Dep”. Once you see those, log back into your Prepaid Card’s website/mobile app. Go to “Load Funds/Bank Account” and enter those exact trial deposit amounts to confirm verification of your bank account. After successful verification, you can use your bank account as a funding account for your Prepaid Card.

### **Can I retry to register my checking or savings account if it got declined?**

Yes, first contact your credit union to make a request to have your checking/savings account removed from the Negative File. Once approved, the account is removed from the Negative File and you may register it again.

### **How do I set up Direct Deposit?**

Log into the mobile app or website and select “Load Funds,” then “Direct Deposit.” You will be able to see the bank routing number and your specific Account Number. You can provide the routing and Account Number associated with your Prepaid Card to your employer or another entity who pays you. You can deposit all or any portion of your payroll amount to your Prepaid Card on a recurring basis. You can also use this information to receive funds owed to you by the U.S. government, such as a tax return or Social Security checks.

Your Prepaid Card also subscribes to the Fast Pay service which enables your direct deposits to appear in your Prepaid Card account up to 2 days prior to your normal pay date.

### **Can I add funds to my Prepaid Card via check deposit?**

Your Prepaid Card allows you to load funds by taking a photo of the front and back of a check using a third-party service called Ingo Money. Ingo Money is a service provided by Ingo Money, Inc. and First Century Bank, National Association, Member FDIC, subject to Ingo Money and First Century Bank Terms & Conditions and Privacy Policy. Approval review usually takes 3-5 minutes but may take up to one hour. All checks are subject to approval for funding at Ingo Money’s sole discretion. Unapproved checks will not be loaded to your Prepaid Card. Ingo Money reserves the right to recover funds from bad checks if you knew the check was bad when you submitted it, if you attempted to cash or deposit it elsewhere after funding or if you otherwise act illegally or fraudulently. Ingo Money accepts most, but not all, check types and all checks are subject to approval for funding. For more information, visit <https://www.ingomoney.com>.

Ingo Money charges a fee for using this service. Be sure to read the terms found in the Ingo Money mobile app. Prices are subject to change at any time. An example of the fees might include Money in Minutes - 1% for Preprinted Payroll & Government Checks;

4% for Other Check Types; Money in 10 Days - No Fee. For more details, visit <https://www.ingomoney.com/benefits-fees/>.

### **Can the Prepaid Card ever have a negative balance?**

Any authorization request that is greater than the Prepaid Card's available balance will be declined. However, there can be times when a Visa Debit merchant puts an item through without prior authorization. If an overdraft occurs, the cardholder will be required to either reload funds onto the Prepaid Card or make a payment to Cardholder Services to cover the negative amount.

### **Do I have the option to request overdrafts on my Prepaid Card?**

Reloadable prepaid account programs are subject to regulatory controls which do not allow for the Prepaid Cards to be overdrawn.

### **Can I have Text Alerts go to multiple phone numbers?**

You can have alerts sent to only one mobile phone number (standard text message rates, fees and charges may apply).

### **What are the categories on the My Card Manager dashboard?**

Our simple yet powerful dashboard is designed to provide you with your most important information all on one screen. The dashboard contains your available balances for general spending, budgeting, your set-aside funds, recent transactions and loads along with critical account and transactional messaging.

### **How does Spend Tracking budgeting work?**

The My Card Manager Spend Tracking budgeting component will track your purchases based on budget category. If you choose, upon your initial use of the Prepaid Card, we will track your transactions for the first 30 days. After those 30 days, we will automatically create budget categories and amounts based upon those transactions. You will always have the opportunity to edit (add/delete/change) the budget categories and change the suggested budget amounts. Using the intelligence within the My Card Manager system, we will proactively keep you informed when you are spending within your budget or spending at a rate that is below or above your estimated budget.

### **Will my Prepaid Card get declined if I go over budget?**

No, we do not decline transactions based on Spend Tracking. The budgeting display is informational and does not affect your ability to make purchases within your available Prepaid Card balance. However, the money allocated towards your Set-aside funds has been set aside and is not part of your available balance.

### **What does "Spend Tracking" mean?**

Spend Tracking on the dashboard on the website or mobile app tells you how much of your current balance we expect you to spend based on your budget settings.

### **What is “Set-aside” funds?**

You can set-aside funds automatically and start saving money towards a larger purchase. Using the My Card Manager app or website, you set up a goal for us to automatically transfer an amount from your available balance towards the goal as frequently as you would like. While the funds are being held for the goal, they will not be part of your available balance.

### **Are the Set-aside funds in a savings account?**

No, the funds are still on your reloadable Prepaid Card; My Card Manager just removes them from your available balance so you do not spend them. You can move them out of your Set-aside balance and back into your available balance at any time.

### **How do I get the funds from Set-aside back into my available balance?**

You can transfer the funds out of Set-aside back to your available balance at any time using the mobile app or website.

### **What does “Money to Set-aside” mean?**

Money to Set-aside on the dashboard on the My Card Manager website and mobile app shows how much of your current balance is scheduled to be automatically moved to your upcoming goals.

### **How do I find an ATM when I travel - especially overseas?**

Visit our website at [www.DemocracyFCU.org](http://www.DemocracyFCU.org) or use the ATM locator found at [www.visa.com](http://www.visa.com) for participating Visa ATMs and [www.star.com](http://www.star.com) for participating STAR ATMs.

### **What is the exchange rate when I get to another country?**

The exchange rate is determined by the rate of exchange on the date of purchase. Using your Prepaid Card at an ATM can be less expensive than using a currency exchange to get foreign currency.

### **When I travel, are my receipts in U.S. dollars or the local currency?**

Your receipt will reflect the local currency. It is always good to plan ahead and have a general idea of what the local exchange rates are before you travel. This helps you to understand what goods and services are actually costing you.

### **What happens if my Visa Prepaid Card is lost or stolen?**



You can report your Prepaid Card lost or stolen by logging into our website or mobile app and order a replacement card. We also provide 24-hour toll-free support. Immediately report any problems or a lost or stolen card by calling 866-760-3156 for General or Student. A replacement card can be issued and any available balance transferred to a new card, less applicable fees that will be deducted from the Prepaid Card's available balance. Replacement Prepaid Cards are generally received in 7-10 business days. Emergency card replacement can also be requested with guaranteed delivery within the next business day, or sooner in some cases. See the Terms & Conditions for fees that apply to lost or stolen cards and emergency card replacement. As long as the lost or stolen card is reported immediately, you will not be responsible for any unauthorized merchant charges. If traveling internationally or far from home, a secondary card should be considered. That way, if the primary card is lost or stolen, the secondary card can immediately be used to access the funds without having to wait for a replacement card.

### **How do I lock/unlock my Prepaid Card?**

You can lock and unlock your Prepaid Card at any time by logging in to your My Card Manager app or website, selecting Manage Card, then selecting "Lock my Card." You can also call us any time at 866-760-3156 for General or Student. While your Prepaid Card is locked, it will be declined for any purchases.

### **What control does the Parent have over the Student's/Dependent's account?**

The Parent can view all transactions and receive alerts for the dependent's activity. The Parent loads and manages the scheduled loads to the dependent account. The Parent can set up Set Aside Goals and Budgets for the dependent. If the Parent locks the dependent card, only the Parent can unlock it. The Parent can turn ON/OFF the ability for the Student/Dependent to Show Card Details, Lock/Unlock Card and Change their PIN, when OFF, only the Parent can perform these functions.

### **What happens if I am unable to login to the website/mobile app and do not remember my password?**

You can use the Forgot Password function, an email will be sent to you with a link to reset your password.

### **Are any countries blocked from using the Prepaid Card to make purchases?**

For security purposes and fraud prevention, your Prepaid Card will decline if attempts are made to use it at merchants in the countries sanctioned under the US Treasury Department's Office of Foreign Asset Control (OFAC). You can obtain the most recent list of those countries by calling customer support at 866-760-3156 for General or Student.

## **What recommendations are there for ensuring hassle free use of my Prepaid Card?**

- Notify the Credit Union of extensive domestic and/or international travels.
- Inquire about potential international fraud blocks before you travel.
- Test your card to confirm that you have the valid PIN.
- Verify that your card will not expire while traveling.
- Carry alternative payment methods (i.e. additional debit/credit cards).
- Do not pack all payment methods together (i.e. put one in a suitcase, another in a purse or wallet).
- Remain observant for pick pockets.
- Photocopy all cards front and back and keep separate copies on hand.
- Save all receipts and verify against your statement.
- Never leave valuables such as prepaid cards in the car, not even in the glove compartment or trunk.
- Report lost or stolen cards and unauthorized transactions immediately.
- Be aware of your surroundings when entering your PIN at an ATM or checkout counter.
- Keep our customer support phone number on hand as it is available 24/7/365 for assistance.

The Prepaid Card is issued by Democracy Federal Credit Union, pursuant to a license from Visa International. Visa is a registered trademark. This card can be used everywhere Visa is accepted. Use of this card constitutes acceptance of the terms and conditions stated in the Cardholder Agreement.