

# Please read the below information regarding usage of the Gift Card.

## **Register your card at [www.myprepaidbalance.com](http://www.myprepaidbalance.com)**

In order to replace your card if lost or stolen, you must register your card online. If you do not register your card, you may not be able to replace it or dispute activity you believe to be fraudulent. Also, to make online, phone, or mail-order purchases your card must be registered.

## **How do I use my gift card?**

First, sign the signature panel on the back of the card. We also suggest that you write down the gift card number and the customer service number from the back of the card on a separate piece of paper in case the gift card is lost or stolen. You can then use your card the same as you would use a credit card provided there is sufficient funds loaded on the card to cover the full amount of your purchase.

## **Does my card have a PIN (Personal Identification Number)?**

Yes, your card is assigned a PIN for use at any point of sale terminals when you choose to use your card as “Debit”. To obtain the PIN, call 1-866-496-6183 and choose the “Hear PIN” option.

## **Pay inside for gas purchases.**

To avoid the hold of available funds, pay for gas inside.

## **Additional funds may be held.**

When using your card for transactions at certain merchants, such as a hotel, car rental, salon/barber services, cruise line, travel agency or restaurant, you must assume an additional 20-25% for authorization. Please refer to the terms & conditions for more information.

## **Keep track of your card balance and transaction history.**

Ensure your transactions are approved by checking your balance online at [www.myprepaidbalance.com](http://www.myprepaidbalance.com), by phone at 1-866-496-6183 or using the MetaWallet app. Balance inquiries are unlimited and free.

## **Inactivity Fee**

Subject to applicable law, beginning the 13th consecutive month after there has been no activity on your card, a monthly inactivity fee of \$2.95 will be assessed to your card.

## **Lost/Stolen Card Replacement Fee**

If your card is lost or stolen, there will be a fee of \$5.00 to replace it or check refund for no cost.

**Please refer to the Terms & Conditions document provided with your card**, as well as the consumer website for specifics on account fees and card usage: [www.myprepaidbalance.com](http://www.myprepaidbalance.com)