

Frequently Asked Questions About Your Visa® Travel Card

Q. Is my Visa Travel card the same as a credit card?

A. No, your card is not a credit card with a line of credit. You can only spend the amount of funds that are available on the card.

Q. Is my Visa Travel Card like a debit card?

A. Yes and no. Like a debit card, you can use the card at participating merchants that accept Visa debit cards. Also, you can spend only the funds available. However, unlike a debit card, a checking account is not linked to the card.

Q. How do I activate my card?

You do not need to activate your card. The card was activated at the time of purchase.

Q. Where can I use my card?

A. Your card can be used for purchases wherever Visa debit cards are accepted.

Q. How do I add funds to my card?

A. Cash can be loaded onto the card by visiting any branch of the bank where your card was purchased or by visiting any Green Dot® Financial Network retail location. A list of those locations is provided at www.PpdMoney.com.

Q. Are there fees associated with my card?

A. Yes, please read the Cardholder Agreement for all applicable fees. This document was provided along with the Visa Travel Card and is also available on this website.

Q. Will I be assessed a fee for using my card at participating merchants?

A. No, you will not be charged a fee for making a purchase.

Q. Will I be assessed a fee at an ATM?

A. Yes, you will be charged a fee of \$2.00 for ATM withdrawals. There may be additional fees assessed by the owner of the ATM.

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A. Yes, you can make purchases on the Internet with your card up to the amount of available funds on the card.

Q. How do I know what I have spent or have available?

A. You can get your balance anytime by accessing www.PpdMoney.com or by calling the number on the back of your card.

Q. What if I have a question or problem – such as the card not working or being lost or stolen?

A. Call our toll free number, 1-800-552-0974 at any time and follow the recorded instructions. You may use the automated system up to four times per month at no charge. Thereafter, \$2.00 will be deducted from your card for each call. You may also speak live with an agent one time at no charge. Thereafter, \$2.00 will be deducted from your card for each call.

Q. How can I check the available balance on my card?

A. Your available balance can be obtained by logging into the website www.PpdMoney.com. You may also call the number on the back of your card.

Q. How can I track my spending?

A. You can view card transaction history in two ways. You can log in to the website www.PpdMoney.com or call the toll-free number on the back of your card.

Q. How do I change my PIN?

A. Via the Internet, access www.PpdMoney.com. The system will allow you to change your PIN. You may also call the number on the back of your card.

Q. Can I use my card to make a purchase that is larger than the balance on my card?

A. No, but you can utilize the remaining balance on your card towards a purchase and pay the difference with another form of payment. Always check the balance of your card before making a purchase and check with the merchant to make sure they can split the payment if there are not enough funds on the card. Not all merchants accept split transactions.

Q. May I let someone use my card?

A. If you give your Card to another person or allow access to your account, you will be deemed to authorize all transactions until you give notice that further transactions are not authorized.