



# CONVENIENT VISA® PREPAID CARD SELECTION GUIDE





My customer needs a card for ...

My customer needs to be able to ...

My customer wants to put money on this card ...





My customer can use this card ...

Select a **different** card from the chart if ...

| <p><b>Access Card</b></p>  <p><b>Everyday Spending</b></p>                                 | <p><b>Gift Card</b></p>  <p><b>A Gift for Friends and Family</b></p> | <p><b>TravelMoney Card</b></p>  <p><b>Safely Carrying Funds While on Vacation</b></p> | <p><b>Incentive Card</b></p>  <p><b>Employee Rewards<br/>Customer Rebates</b></p> |
|---|--|--|--|
| <ul style="list-style-type: none"> <li>✓ Pay bills online / by phone</li> <li>✓ Make purchases</li> <li>✓ Get cash at ATMs</li> <li>✓ Get payroll direct deposit</li> </ul> | <ul style="list-style-type: none"> <li>✓ Give a gift</li> </ul>  | <ul style="list-style-type: none"> <li>✓ Pay for hotels, rental cars</li> <li>✓ Pay for souvenirs</li> <li>✓ Get local currency at ATMs</li> </ul>                       | <ul style="list-style-type: none"> <li>✓ Give employee bonuses</li> <li>✓ Reward sales performance</li> <li>✓ Provide consumer rebates</li> </ul>                    |
| <p>Up to ten (10) times per month</p> <p>At financial institution, online transfer from bank account <u>and/or</u> via direct deposit</p>                                   | <p>Once, up to \$500</p>   | <p>No more than once per thirty (30) days for travel purposes</p> <p>At this financial institution</p>   | <p>Once, up to \$750</p>   |
| <p>Domestically and internationally</p>   | <p>Domestically and internationally</p>  | <p>Domestically and internationally</p>  | <p>Domestically and internationally</p>  |
| <p>My customer wants to give a gift</p>   | <p>My customer wants to pay bills online / by phone</p>  | <p>My customer wants a reloadable card for everyday spending</p>   | <p>My customer is not a business</p>   |



# CARD PROGRAM FAQ

|   |   |  |
|---|---|--|
| <p><b>Access Card</b></p>  <p>Everyday Spending</p>                              | <p>I'm buying an Access Card for my teenager. What is the minimum age requirement?</p>  | <p>How do I set up Direct Deposit on my Access Card?</p>   |
|   | <p>Fifteen years old.</p>   | <p>Provide your employer with the Direct Deposit Account Number and Direct Deposit Routing Number located on the front of the card carrier.</p>  |
| <p><b>Gift Card</b></p>  <p>A Gift for Friends and Family</p>                    | <p>Should a Gift Card be used for making payments online or by phone?</p>   | <p>This Gift Card is for my friend's bridal shower. What do I need to give her besides the card?</p>   |
|   | <p>No. Visa expressly prohibits recurring transactions to be processed on Gift Cards. This card will not work for paying bills online or by phone.</p>  | <p>The Terms and Conditions of the Card must be given to the final recipient. They are attached to the card at the time of purchase.</p>   |
| <p><b>TravelMoney Card</b></p>  <p>Safely Carrying Funds While on Vacation</p> | <p>My vacation is over. How do I get the leftover money off of my TravelMoney Card?</p>   | <p>The hotel I stayed at is holding funds on my TravelMoney Card. What do I do?</p>  |
|   | <ol style="list-style-type: none"> <li>1. Make purchases with the card (no spending limits)</li> <li>2. Withdraw up to \$300/day at ATM/ via cash advance</li> <li>3. Contact customer service and request a refund check</li> <li>4. Transfer funds into a registered bank account at the cardholder website.</li> </ol> | <p>Contact the hotel. Ask them to release the hold they placed on your Card. If they are unable, contact customer service (800.486.0292) for instructions on how to request a preauthorized release from a merchant.</p> |
| <p><b>Incentive Card</b></p>  <p>Employee Rewards Customer Rebates</p>         | <p>What is this card for?</p>   | <p>If the employee/customer I give this Incentive Card to has questions, how can they get help?</p>  |
|   | <p>The Incentive Card is a "gift card" loaded with corporate funds for consumer usage. Businesses looking to give staff rewards or promotional customer incentives will use this.</p>   | <p>Cardholders may use the cardholder website (<a href="http://www.convenientcards.com">www.convenientcards.com</a> &gt; "I'm a Cardholder") or may call the customer service phone number on the back of the card.</p>  |