

THE CONVENIENT VISA TRAVELMONEY® CARD FREQUENTLY ASKED QUESTIONS

How can I check my card balance and review transactions?

There are two ways to do this:

1. Online, free of charge, by logging in to your cardholder account at the Convenient Cards Cardholder website (www.convenientcards.com)
2. By calling customer service at 1-800-486-0292

How do I create an online card account?

To create an online cardholder account go to www.convenientcards.com and click on the link to the Cardholder Login. Follow the instructions for creating an account. Creating an online account will make it easy for you to review your card transactions, change your PIN and set up text and email alerts.

What do I do if I've forgotten my PIN or I want to change my PIN?

1. Call customer service at 1-800-486-0292 and follow the automated prompts to "To reset your PIN."
2. Log in to your cardholder account at the cardholder website (www.convenientcards.com) and select "Change PIN" or "Reset Pin."

What do I do if my card is lost or stolen?

Please call Customer Service immediately at 1-800-486-0292. Customer Service will "block" your card so no transactions can take place and will assist you in getting a replacement card.

What do I do if there are charges on my card that I did not authorize?

Please call customer service at 1-800-486-0292 to learn how to file a dispute.

How do I put money on my card?

Your card can be loaded at the bank where you purchased it. You can load your card with up to \$5,000. Your card can be loaded once per month.

Can I make a purchase larger than my balance?

Yes. If you know your available balance before you make a purchase, you may ask the merchant to split the payment by paying the balance of your purchase with cash or another form of payment.

Is it possible for merchants to hold more of my card balance than the purchase amount?

Yes...here is how to minimize the inconvenience:

1. *At gas stations*, consider paying inside with the attendant for the exact amount and signing the receipt.
2. *At restaurants*, avoid changing your mind and paying the bill in cash after having handed out your card as it may result in the restaurant "forgetting" to remove the hold on your card, which will result in the hold staying there for up to 10 days.

3. *At hotels, cruise lines or car rental companies*, avoid using another card or paying in cash after having handed out your Convenient Visa Prepaid Card, because the hotel or car rental company may not release the hold properly, resulting in the hold staying on your card for an extended period. If this happens, please contact the hotel, cruise line or car rental company to request that they release the hold on your card. If they cannot, please contact Customer Service at 1-800-486-0292 and ask a Customer Service Representative for instructions on how to request a merchant to release the hold on your card.

How do I return a purchase?

We advise that you keep all of your receipts until your transactions are posted on your online card account. Should you need to return an item, return the purchased item to the merchant with the receipt. The merchant will process a credit back to your prepaid card account for the value of the returned item. The credit should appear on your online card statement usually within a week of the return.