

Global Connection Prepaid Visa[®] Card Quick Help Guide

Information for using and managing your card account



HOW TO ACTIVATE YOUR CARD

You will receive your card in the mail within 7-10 business days. You will receive a separate PIN Mailer with your 4-digit ATM PIN and 5-digit security / passcode in the mail. This is mailed to you separately for security purposes. Once you receive your card and PIN mailer, call the number on the sticker on the front of your card and follow these instructions:

1. Call 1-888-832-2611
2. Choose "1" for Visa
3. Follow the prompts to:
 - Enter your 16-digit Visa Card Number
 - Enter your 5-digit security code
 - Enter your 8-digit date of birth (2 digit month, 2 digit day, 4 digit year)

Once your card is activated, you may call the cardholder automated account system at the number on the back of your card (1-800-906-6126) anytime to change 4-digit ATM PIN number or 5-digit security code. You will need your ATM PIN anytime you wish to obtain cash or balance information at ATM locations. You will need your 5-digit security code anytime you wish to get account information through the automated phone system or online. You should NEVER give your PIN or Security Code to anyone and keep them in a safe place. If you forget or lose your PIN or security code, contact cardholder customer service.



HOW TO ADD FUNDS TO YOUR CARD ACCOUNT

You may add funds to your card account in several ways, so you can choose what works best for you.

1. **Payroll Direct Deposit** – Your employer or government benefits office can deposit your payroll, proceeds or tax refund directly into your card account. You will need to provide the following account information to your employer or government benefits office to enroll in their direct deposit program.

Bank Name:	Palm Desert National Bank
	Palm Desert, CA
ABA / Transit Routing Number:	122238585
Account Number:	Use your 16 digit Visa Card Number

Enrollment is usually effective within one or two pay periods. Verify the effective date of your enrollment with your employer or government benefits office. Once your direct deposit is effective, your funds will be available on your card the same day that you currently receive your check or payment.

2. **Western Union** – You may add cash funds to your card account at any Western Union location within the United States. To find the nearest location to you, you can contact cardholder customer service or contact Western Union directly by calling 1-800-325-6000 or visit them online at www.westernunion.com. To add funds to your card, take your card and cash to the nearest Western Union Agent location and follow these simple steps:

- Hand the Agent clerk your card and tell him/her the amount you wish to load to your account. Or write your card number, cash load amount and payee name on the grey Prepaid Services form. The Payee Name is Global Connection. Your card must be present at the time of the transaction.
 - Give the Agent clerk your load amount plus the Western Union Prepaid Services fee. Your funds will usually be available within minutes.
3. **ACE Cash Express** – You may add cash funds to your card account at any ACE Cash Express location within the United States. To find the nearest location to you, you can contact cardholder customer service or contact ACE directly by calling 1-888-753-2384 or visit them online at www.acecashexpress.com. To add funds to your card, take your card and cash to the nearest ACE Cash Express location and follow these simple steps:
- Hand the clerk your card and tell him/her the amount you wish to load to your account. The clerk will swipe your card into their system to verify that it is an active account.
 - Give the clerk your load amount plus the ACE transaction fee. Your funds will usually be available within minutes.



4. **HOW TO USE YOUR CARD AT AN ATM LOCATION**

You can obtain cash and balance information at ATM locations worldwide following these simple instructions:

1. Insert your card into the ATM
2. Enter your 4-digit ATM PIN number
3. Choose "Checking" as the account type
4. Choose either: Withdraw or Balance Inquiry



HOW TO USE YOUR CARD TO MAKE PURCHASES OR PAY BILLS

You can use your card to pay bills or make purchases anywhere Visa debit Cards are accepted; at retail locations, online or over the phone.

- **Retail Locations** – You will need to hand your card to the cashier or swipe it through their credit card terminal. You may choose "credit" to process as a regular credit card transaction, or "debit" to process as a debit card transaction. If you choose "debit" you will be prompted to enter your 4-digit ATM PIN number. You may choose to use "debit" at retail locations that offer cash back options.
- **Online or By Phone** – You will be asked to enter or give your card information to the business processing your payment. You will need to provide your 16-digit card number and expiration date (month and year) from the front of your card and your 3-digit security code from the back of your card. The 3-digit code can be found on the back of your card to the right of the signature line. For security purposes you may also be asked to validate your card billing address. If you have moved since

your received your card, you will need to contact cardholder customer service to update your billing address. Transactions processed online or by phone will always be processed as "credit" transactions. You should NEVER give your 4-digit PIN number out to anyone online or over the phone.



HOW TO USE YOUR CARD TO TRANSFER FUNDS TO ANOTHER CARD ACCOUNT

You may transfer funds from your Prepaid Visa Card to another associated Prepaid Visa Card at any time. If you'd like to purchase another card for a friend or family member, contact cardholder customer service. You'll need to have enough funds on your card to cover the card purchase fee. Once your friend or family member receives their card, simply call cardholder customer service at 866-295-5996 to link your receipt card to your primary card account. Once your receipt card is linked to your account, you can transfer funds from your card to the linked card account any time online at www.ConnectWithGlobal.com or through the automated phone system at 1-800-906-6126.



HOW TO CHECK YOUR CARD ACCOUNT BALANCE AND ACTIVITY

There are several ways you can obtain balance and transaction history for your card account.

1. AUTOMATED PHONE INQUIRY:

Call the cardholder services number on the back of your card: 1-800-906-6126

Choose "1" for Visa

Enter your 16-digit Visa Card Number

Enter your 5-digit Security Code

Choose Option: Get Balance, Get Last 10 Transactions, Change PIN, or Change Security Code and Transfer Funds

Reminder: You can transfer to a live customer service representative by pressing "0". You will need to speak to a live customer service representative to report your card lost or stolen, to change your address, email or phone number or to find the closest retail load location.

2. ONLINE:

Go to www.ConnectWithGlobal.com

Click on Access My Account

Enter your 16 digit card number

Enter your 5-digit security code in the Passcode field

CARDHOLDER CONTACT INFORMATION



Card Activation Line	1-888-832-2611	Choose "1" for Visa
Automated Phone Access	1-800-906-6126	Press 0 to transfer to live customer service
Direct Customer Service	1-866-295-5996	
Online Access	www.ConnectWithGlobal.com	