

U.S. Debit Card enabled by Money Network: Frequently Asked Questions

Below are some general frequently asked questions. For additional or specific information about your program, please refer to the material in your Welcome Packet.

Will I get a new U.S. Debit Card each time I receive funds?

No. Your funds will be added to the Money Network Account tied to the Card you received.

Is there a cost to use the Money Network Service?

While Money Network does provide many services and types of transactions free of charge, there are some activities that may incur a fee. Please refer to the fee schedule in the Welcome Packet you received with your U.S. Debit Card.

Where can I use my U.S. Debit Card?

Your Card may be used as described on the documents you received with your Card.

What if my U.S. Debit Card is lost or stolen?

It is important that you call Money Network Customer Service at 1-800-341-6700 (TTY: 1-800-341-8300 / International: 531-210-3520) to report your lost or stolen Card immediately. Your Card will be deactivated to prevent anyone from using it and a new replacement Card will be ordered.

Can I use a PIN of my own choice?

Yes. You can use any four-digit number you choose.

What should I do if I forget my PIN?

Call Money Network Customer Service and follow the menu prompts to create a new PIN. Your new PIN will be active immediately.

How will I know my balance or when funds have been added to my Account?

There are three easy ways to access your Account balance information and transaction history:

- **Via balance alerts:** Automatic balance alerts are a great tool to keep track of your balance — to sign up, simply log in to your Account and select the BALANCE NOTIFICATIONS option.
- **Online:** You can view your balance and transaction history online, at any time.
- **By phone (automated system):** call Money Network Customer Service to hear your balance and transaction history.

What is a pre-authorization?

A pre-authorization is a temporary hold on a specific amount of your available balance and is used by merchants when authorizing electronic transactions.