



## Pre Paid Card FAQ's

### Are Prepaid Cards just like debit or credit cards?

No, Prepaid Cards are different from credit and debit cards. They work like pay-as-you-go mobile phones where you can only use what you've loaded in the first place. So, each time you use the card to purchase something or withdraw cash at an ATM, the amount is deducted from the available balance. When it runs low on cash, it will need to be topped up again. It means you can only spend what you load because there's no credit facility. And because it's not giving you credit, it means that there is no credit check, so everyone can apply.\*

### Who are they for?

The cards are great for people who regularly travel abroad, and want an easy and safe way to buy, carry and spend travel money. Whether simply holidaying abroad, taking a gap year or travelling for business purposes, the First Premier Travel card is a great alternative to credit or debit cards.

### The concept is new to me, how do you use them?

Buying and spending currency using pay-as-you-go cards is easy. Simply:

1. Purchase your travel money card online via our fully UK authorised and regulated forex partner.
2. Your travel money will be delivered to your door pre-loaded onto your new First Premier Travel card.
3. Activate your card and retrieve your PIN following the instructions provided.
4. Take your card with you when you travel and spend wherever you see the MasterCard® Acceptance Mark.
5. Top up your card online, when your cash runs low.

### I have bad credit history, could I still get a card?

Yes, with the Card there's no credit facility, so there is no credit check. As long as we can successfully check your ID, and you're over 18 and a UK resident, you can apply for a card!

### How do you load money onto the cards?

Your money is pre-loaded onto your card when you go through the initial sign up process. To top money onto the card when it runs low, simply log into your web account and transfer money from an existing debit/credit card.

### What are the fees for using the account?

We have tried to keep the card fees as low as possible.

There is no charge for the card if your initial load is worth £200 or more, and there are no fees for using your card to spend when abroad, or for loading your card. However, there are fees to withdraw cash from ATMs.

For a full breakdown of all fees associated with the card, please see the fee summary.

### Will my card work in countries outside the currency of the card?

Yes, it will work in most ATMs worldwide and with most retailers with electronic terminals that accept MasterCard cards. However, there is a cross currency charge applied where the transaction is performed in a different currency from the card.

### Can I use my card on the Internet?

Yes wherever you see the MasterCard Acceptance Mark.



#### **When do I get the card PIN?**

Your PIN will be read out to you when you call to activate your card. The phone number is provided when you receive your card.

#### **How long does it take for a card to arrive?**

Your card will be posted out to your address within 7-10 working days from the date of application.

#### **How long does it take for the money to show in the account?**

Your card will be delivered to your door with your funds already loaded. For funds loaded subsequently: if the card is loaded via debit card, funds will be available to use within a few minutes. If loaded via bank transfer, funds will be available within 3 days.

#### **Who can load money onto my Prepaid Card?**

Your card can be loaded yourself via your online account, or via bank transfer.

#### **Will I receive a paper statement?**

To help the environment, we do not provide paper statements. However, you can view your current balance and transactions online free of charge using this link.

#### **What do I need to do if any of my personal details change?**

You must let us know as soon as possible if you change name, address, phone number or e-mail address. You will be required to provide proof of your new address by sending us a copy of your bank statement or utility bill.

#### **How do I order a replacement card?**

If your card is lost, stolen or damaged, log into your personal web account and the options to re-order cards will be available. Alternatively call or e-mail the Customer Services Team through the [Contact Us](#) link.

#### **What do I need to do when I receive a replacement card?**

You must sign your card as soon as it is received. You must then activate it before you can access your account or any funds can be loaded on to it. Details of how to do this will be provided with your new card.

#### **How do I cancel a card?**

You can cancel your card by calling the Customer Services number provided on the [Contact Us](#) page. Unless you have arranged to transfer any unused funds to another card managed by us, we will arrange for the funds on your cancelled card to be refunded to you (by sending a Cheque, or BACS to your last notified home address), once all transactions and fees have been deducted, including the refund fee.

#### **What happens if my card is lost or stolen?**

You should treat your Card like cash in a wallet. If it is lost or stolen, you may lose some or all of your money held on it, in the same way as if you lost your wallet. As a result, you must keep your card safe and not let anyone else use it. You must keep your PIN secret at all times. Do not write it down or reveal it to anyone.

We recommend that you regularly check the balance of your card and recent statement online from your personal web account to ensure that all transactions are accounted for.

If your card is lost or stolen you must get in touch with us as soon as you can. We will then cancel your card. A new card will be issued to you within 7-10 working days. Please note that any funds will be moved to your new card.



### **What happens when my card expires?**

See the **Fee Section** for card validity. When it expires, you will no longer be able to use your Prepaid Card and we will arrange for the balance of funds to be transferred to your new Card, after deducting any outstanding transactions and fees (including the replacement fee). The renewal fee for your replacement card will be charged 21 days before your card is due to expire. Therefore you will need to ensure you have enough monies on your card to cover the renewal fee 21 days prior to the card expiry date. We will not issue a new Prepaid Card if you tell us in writing at least 28 days before the date your Prepaid Card expires that you want a refund instead or if insufficient funds exists on the card account to meet the replacement fee.

### **Is my card covered by the Financial Services Compensation Scheme?**

Although your card is regulated by the Financial Services Authority (FSA) as electronic money, it is not covered by the Financial Services Compensation Scheme (FSCS).

### **What is a Shortfall?**

In the unlikely event a transaction is completed when there are insufficient funds on the Prepaid Card for that transaction (a "Shortfall"), the Shortfall shall be reimbursed by you.

### **Is my card covered by the Consumer Credit Act?**

As this is a pre-paid card it is not covered by the CCA, section 75, or any limitations as a result of this.

### **Are there any limits on how much money I can withdraw from an ATM?**

Max ATM withdrawal is 625EUR / \$750

### **Is there a limit on point of sale transactions?**

Max POS transaction is 6,250EUR / \$7,500

Please contact us with any further questions you have regarding the Pre Paid Card

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