

Frequently Asked Questions about the NewGen Prepaid Card

General Questions:

What is the NewGen Prepaid Card?

NewGen is a prepaid, reloadable Visa debit card created especially for teens at least 13 years old. When a Cardholder makes a purchase with his/her Card, the purchase amount is deducted from the card balance. The Account Owner can add money, or “reload” the Card. These reloads can be in the form of cash or a funds transfer at their credit union, online or with cash at a Visa ReadyLink location. The Cardholder can also utilize the automatic funding feature to load funds directly to the Card. Through automatic funding, the Account Owner can schedule automatic loading to provide an allowance on a recurring basis.

What are the benefits of the Card?

Account Owners and Cardholders can talk about financial responsibilities while providing Cardholders with a sense of maturity and security while also promoting independence. It’s safer than carrying cash and protects the Cardholder through Visa’s Zero Liability policy if the Card is ever lost or stolen.

Does it cost anything to use the Card?

There are some costs associated with using prepaid cards; however, every effort is made to keep Card usage costs reasonable, as well as competitive. Ideas on ways to avoid some of these fees are provided online (visit www.PrepaidNewGen.com). (Please see Terms and Conditions for any other applicable fees.)

Where can I obtain a Card?

An Account Owner can visit their participating credit union to provide key information and to choose the Cardholders favorite design (from multiple different designs!) The Card will arrive within 7-10 days. If you do not receive your Card within 10 business days, please contact your credit union.

Financial Responsibility

Who can get a NewGen Prepaid Card?

A Cardholder is the individual to whom a Card is issued and whose name is embossed on the Card. Cardholders must be at least 13 years old. A Cardholder has the ability to use this Card within the guidelines established by the program. A Cardholder can make purchases with the Card and monitor their transactions online. A Cardholder should work in conjunction with the Account Owner to budget their spending.

How do I know what I spent or my balance?

Balance and transactions history information is available anytime by accessing the account through www.PrepaidNewGen.com or by calling the number on the back of the Card. (Please see Terms and Conditions for any other applicable fees.)

What if I have a question or problem, such as the Card not working?

Call the toll-free number on the back of the Card at any time and follow the instructions. You may also speak with a customer service representative. To talk to a customer service representative, a fee may apply. (Please see Terms and Conditions for any other applicable fees.)

Are account alerts available?

Yes, account alerts via text are available and can alert the Account Owner or Cardholder. These texts can alert you of low balances, authorization approvals, load values, and authorization declines.

How to use the NewGen Prepaid Card:

Is there an age restriction on who may use the Card?

This program is designed to focus on the New Generation of Cardholders; Teens who are at least 13 years old. A Card will not be issued to anyone younger than 13 years old.

Where is the Card sent and who can use the Card?

The Card is sent to the Cardholder's physical address provided at enrollment. Only the Cardholder whose name is on the Card may use the Card.

How long does it take to receive a Card?

It will take 7-10 days.

What if I don't receive my Card within 7-10 days?

If you requested a Card more than 10 days ago and have not received your Card, please contact your Credit Union.

How does a Cardholder activate their Card?

Once the Cardholder receives a Card, s/he will need to activate it prior to the first use. Call the toll-free number on the Card carrier to access the automated services. Follow the prompts, including entering the last 4 digits of the Cardholder's social security number that was provided upon purchase. The system will acknowledge the Card is activated and ready for use. (Please see Terms and Conditions for any other applicable fees.)

Is the Card the same as a credit card?

No, this Card is not a credit card. You can only spend the amount of funds available on the Card.

Is the Card like a debit card?

Yes and no. Like a debit card, the Cardholder may use the Card at participating merchants that accept Visa debit cards. Also, a Cardholder may spend only the funds available. However, unlike a debit card, a credit union account is not associated with the Card.

Where can the Teen use this Card?

The Card can be used everywhere that accepts Visa debit cards; in stores, ATMs, online, or over the phone.

Will the Cardholder be assessed a fee for using the Card at participating merchants?

No, a Cardholder will not be charged a fee for making a purchase.

Can the Card be used for signature purchases?

Yes, the Card can be used to make purchases at all merchants that accept Visa debit cards. Simply select "credit" and provide the merchant with your signature on the receipt at the point of sale terminal.

Can the Card be used to pay for purchases with a PIN?

Yes, you can pay for purchases by selecting "debit" at the point of sale terminal and enter your PIN.

Are there any types of merchants who do not accept the Card?

The Card cannot be used for Internet gambling, at liquor stores, or at businesses that are registered as drinking establishments (i.e., bars, breweries, tap rooms, comedy clubs, and discotheques).

Are all payments of purchases handled the same way?

No. There are differences with transactions as they are authorized and paid. Certain merchants swipe the Card and request an authorization before the final purchase price is known. Cards used at automated fuel dispenser (pay at the pump) will automatically request and hold a minimum of \$51 to be available.

Restaurant purchases are increased at authorization; an additional 20% to accommodate any tip added. In both cases only the final amount authorized will be deducted.

It is not suggested that Cardholders use their Card at hotels, with cruise lines or for car rentals. It is possible merchants will put holds on the Card for a greater amount than your total purchase.

What is an "Authorization Hold"?

A merchant reserves the right to freeze funds until payment is received, which can be 2-5 days.

What is a Third Party Fee?

A financial institution or an ATM owner may charge a fee for their services.

Can cash be withdrawn from any ATM?

Yes, funds can be withdrawn from any ATM that displays the Visa Debit logo. A Cardholder inserts the Card into the ATM, enters the PIN, and presses the cash withdrawal option. There are transaction limits and dollar limits. A third party fee may apply.

Can balance inquiries be made at an ATM?

A fee per inquiry will be assessed. This fee can be avoided by checking balances online at www.PrepaidNewGen.com.

How to avoid an ATM Surcharge fee?

An ATM owner (Third Party) may also charge a fee, which is called a surcharge fee. If you use one of the 300,000 **CUHere** ATMs located throughout the U.S., the surcharge fee is waived. By visiting **CUHere's** website at www.cu24.com/ATMlocator/, Cardholders will be able to find surcharge-free ATM's in the area. ATM cash withdrawals made outside the U.S. are subject to foreign transaction fees.

When a withdrawal is made at an ATM, the screen prompts for an account (e.g., Savings, Checking, Money Market, etc.), which do I choose?

Always select "CHECKING" when making an ATM withdrawal.

Can an ATM fee be avoided?

Yes, it can! Instead of receiving cash at an ATM, when making purchases at many retailers, such as grocery stores, select "DEBIT" and enter your PIN to request cash back as part of your purchase. Some retail stores may charge a fee. Ask before making purchase.

What is a PIN?

A PIN is a secret four-digit Personal Identification Number that enables access to your Card. Cardholders will be prompted to create a PIN when activating the Card. A PIN is used to deter identity thieves. (Please see Terms and Conditions for any other applicable fees.)

How does a cardholder change a PIN?

A Cardholder can go to www.PrepaidNewGen.com and log in with their Card number and PIN. The system will allow Cardholder to change the PIN once logged in. (Please see Terms and Conditions for applicable fees.)

What if I forgot my PIN?

A Cardholder may call the number on the back of the Card or contact his/her financial institution.

Loading Funds:

How much can be loaded on the Card?

The Card can be loaded up to 5 times daily with a minimum amount of \$5, not to exceed \$2000 at any time.

How can money be loaded to the Card?

Adding funds to your Card is easy. Money can be added, by an account at the credit union, automatic funding, online at www.PrepaidNewGen.com, or visiting any merchant participating in the Visa ReadyLink reload network. (Funds loaded via www.PrepaidNewGen.com are held 3-5 days before it will be made available for use.)

What is Visa ReadyLink? How can I find a Visa ReadyLink location?

Visa ReadyLink is a fast and easy way to load your funds on the Card. Once loaded, the Cardholder will have immediate access to the funds. Visit the Visa ReadyLink <http://usa.visa.com/locators/readylink-locations.jsp> locators to find one of the 50,000 locations closest to you.

How do I complete a Visa ReadyLink load transaction?

Present your Card, along with the funds (in cash) to be loaded to the cashier at any Visa ReadyLink location. Your Card will be swiped, and funds will be applied. The cashier will provide you with a receipt, and you will have immediate access to the funds.

Are there any transaction fees associated with Visa ReadyLink?

You may be assessed a fee by participating retailers for each Visa ReadyLink Load transaction. These fees, if any, are established independently by each retailer.

How can I find my balance?

You can obtain your balance anytime by logging into www.PrepaidNewGen.com or by calling the toll-free customer service number on the back of the Card.

Can the Card be used to make a purchase that is larger than the balance on the Card?

No, but you can utilize the remaining balance on your Card towards a purchase and pay the difference with another form of payment. Always check the balance of your Card before making a purchase and check with the merchant to make sure they can split the payment if there are not enough funds on the Card.

Are there purchase limits to the Card?

Yes, there are purchase limits for both signature and PIN transactions. Please review the terms and conditions on the back of your Card carrier or at www.PrepaidNewGen.com.

When I travel, are my receipts in U.S. dollar or the local currency?

Your receipts will reflect the U.S. dollars. It is always good to plan ahead and have a general idea of what the local exchange rates are before you travel. This helps you understand what goods and services are actually cost.

Can a Card be used internationally?

Yes, the Card can be used wherever Visa is accepted. International transactions will be assessed up to 2% of the transaction amount when a currency conversion occurs. (Please see Terms and Conditions for other applicable fees.)

What if the Card is declined?

If a transaction is declined, the merchant will let you know. To help prevent this, keep track of your balance by logging into www.PrepaidNewGen.com or by calling the number on the back of the Card. (Please see Terms and Conditions for other applicable fees.)

Can my Card ever have a negative balance?

Yes, any authorization request that is greater than the Card's available balance will be declined. However, there can be times when a Visa merchant forces an item through without prior authorization. If this occurs, a Cardholder will be required to either reload funds onto the Card or make a payment to cover the negative amount.

What if I need to return merchandise that I purchased with my Card?

Present your Card at the time of a merchandise return. If the merchant's return policy allows it, the merchant will credit the amount of the purchase back onto your Card. Remember to save your purchase receipts. When returning an item purchase online, have your Card number available in order to process the return. The merchandise value will be credited back to your Card within 3 to 7 business days. Please note that some stores will only give you back a store credit.

What should I do if my Card is lost or stolen?

Immediately call Customer Service at 877-850-9650. Representatives at this number are available 24 hours a day 7 days a week.

Can my Card be replaced if it is lost stolen?

Yes, a Card can be replaced by contacting your credit union.

Is there a fee for a reissued Card?

No.

When does a Card automatically reissue?

At expiration, the Card will reissue automatically. This expiration date is embossed on the front of the Card. If a Card has a minimum balance of \$0 and has had financial activity within the last 30 days, another Card will automatically be issued and mailed directly to the Cardholder's address.

What if I want to close my Account?

We recommend that you remove all the funds remaining on your Card account by making an ATM withdrawal, or purchase goods and/or services in the merchant transaction. Please contact your credit union to close the Card.

Secure:How safe is my confidential information? Is it secure online?

Please refer to the Privacy Policy available through the website. We provide protection to our online Card members by taking several security measures to create a safe and reliable experience.

You must enter your username and password to gain access to the online Cardholder, Consumer Card Access site. To protect your Card account information, we use firewalls that limit access to visitors who provide a valid username and password combination.

Is my Card account protected against fraud?

Yes, with Visa's Zero Liability coverage, you can shop wherever Visa Debit is accepted- risk free. You are not liable for unauthorized use on your Card. This applies only to signature based transactions. Does not apply to ATM or PIN based transactions.