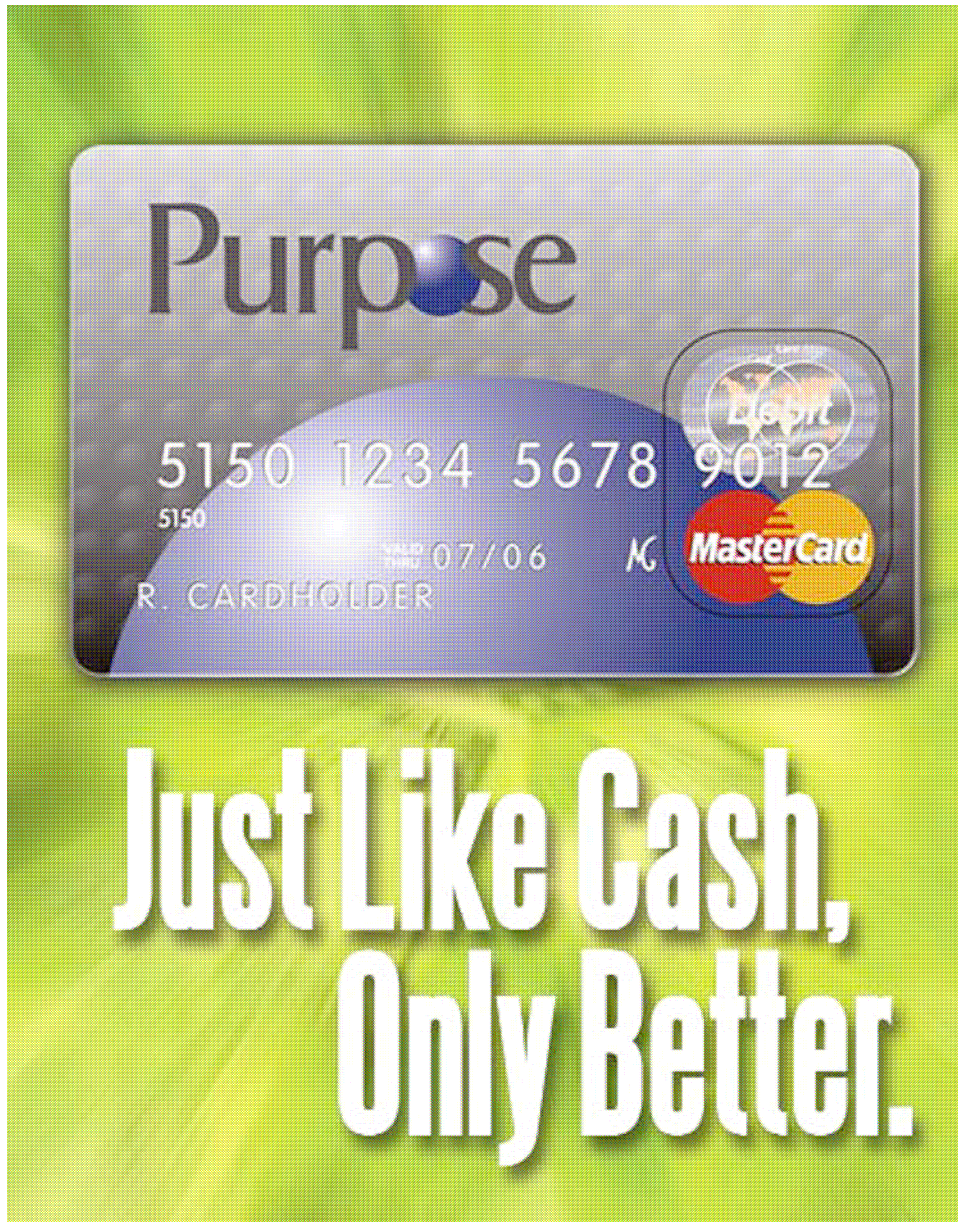


# Purpose Prepaid MasterCard

## ONLINE TRAINING



## What is the Purpose Prepaid MasterCard?

A re-loadable pre-paid debit card that is just like cash, only better because it is safer, convenient and easy to load to make purchases at millions of locations worldwide.

## Why are there 2 cards?

Your customer gets the Instant Issue Card at enrollment, to access their money right away. They receive their personalized Purpose Prepaid MasterCard in the mail 7-10 days later. Once they activate their Personalized Purpose Prepaid MasterCard, the Instant Issue Card is de-activated.

### Instant Issue Card



Customer receives this card at enrollment

Use it with PIN **only**

Use it **only** at ATMs with CIRRUS, NYCE or STAR logos

Usable **only** at retail locations with NYCE or STAR logos

Reload it at any Purpose Network location

Becomes invalid after activation of the personalized card or after 60 days

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### Personalized Purpose Prepaid MasterCard



Arrives within 7-10 days from enrollment

Use it with PIN **or** signature

Use it at ATMs with the MasterCard logo

Use it at millions of retail locations worldwide

Reload it at any Purpose Network location

Use it for phone-based or internet-based purchases and bill payment

Cardholder can get 2 additional cards for authorized users

### **Who can be a cardholder?**

A person who is 18 years old (19 years old in NE and AL) and has:

- a Social Security Number or Tax ID Number
- an address
- a phone number
- between \$10 and \$2,500 to load onto their new card
- and an acceptable form of ID

### **What forms of ID are acceptable for getting a Purpose Prepaid MasterCard?**

An Unexpired:

- Driver's License
- State Issued ID
- US Passport
- US Military ID
- Metricula Consular

### **Is there anywhere that a cardholder should *NOT* use the Purpose Prepaid MasterCard?**

The Instant Issue Card and the personalized Purpose Prepaid MasterCard should NOT be used:

- to pay for gas at the pump - - the cardholder must go inside the gas station to pay
- to reserve or pay for rental cars

The Instant Issue Card CANNOT be used to make purchases online or over the phone. A cardholder needs to wait for their personalized Purpose Prepaid MasterCard, with the MasterCard logo.

### **How do cardholders withdraw money from their card?**

Cardholders with the Instant Issue Card:

- Go to ATMs\* with the CIRRUS, NYCE or STAR logos and use their PIN to withdraw money from the card

Cardholders with the personalized Purpose Prepaid MasterCard:

- Go to any ATM\* with the MasterCard logo and use their PIN to withdraw money from the card

\*Cardholders *must* choose CREDIT on the ATM screen to withdraw their money.

### **How do I tell my Customers about the Purpose Prepaid MasterCard?**

- Learn some of the benefits to being a cardholder
- Ask your customers if they have heard of the Purpose Prepaid MasterCard
- Answer their questions about the card

### **What are some of the benefits to being a cardholder?**

- Cash is safe when it is stored on the Purpose Prepaid MasterCard
- Usable immediately with the PIN the cardholder chooses
- You can't spend more money than you load onto the Purpose Prepaid MasterCard
- Save time by conveniently paying bills over the phone or online
- Reduce wire transfer expenses by requesting up to 2 additional cards for authorized users of your choice, by calling Customer Service
- Convenience of making reservations for hotels or plane tickets (no rental car reservations)
- Safety of a paper trail for your transactions because monthly statements give a record of what you bought for your budget
- No credit check to get the card
- No Credit Bureau reporting on card transactions
- Convenient website for viewing transactions online ([www.purposecard.com](http://www.purposecard.com))

### **How do I Enroll a Customer for the card?**

1. Obtain from the customer:
  - completed Enroll Form
  - acceptable ID
  - funds for fee and initial card load (load is between \$10 and \$2,500)

*Insert shot of Enroll Form here*

2. Ask the customer if they have a pre-paid debit card from another company, because if they have it with them, they'll get their Purpose Prepaid MasterCard for free.
3. Check the ID:
  - Is it an Acceptable ID?  
(Must be Unexpired: Driver's License, State Issued ID, Military ID, US Passport, or Metricula Consular)
  - Is the customer in the picture?
  - Does the name on the ID match the name on the Enrollment Form?
  - Is the customer a minimum of 18 years old (19 years old in NE or AL)?
4. Log in to WebCentral
5. *Insert WebCentral steps and screen shots here*
6. Return your customer's ID and Enroll Form and hand him/her their receipt, and Welcome Kit with their new Instant Issue Card inside.
7. Tell your customer that their personalized Purpose Prepaid MasterCard will come in the mail in 7-10 days to the address they put on their Enroll Form.
8. Show your customer the number on their receipt to call to choose their own PIN.
9. Remind your customer that they can return to your location to Reload their card and thank them for their Purpose Prepaid MasterCard purchase.

### **How do cardholders Reload money onto their card?**

Cardholders can return to your location to Reload between \$25 and \$2,500.

Cardholders can also sign up for direct deposit, mail in a check or money order to Purpose, or visit any Purpose Network location to Reload their card. Instructions for doing this are in the Welcome Kit that the customer receives with their Instant Issue Card.

### **How do I perform a Reload for a cardholder?**

*Insert steps and screen shots for reload here.*

### **How do I help a cardholder check their Balance?**

Cardholders can check their balance by calling the toll free number on the back of their card, or going online to [www.purposecard.com](http://www.purposecard.com).

You can also check the balance for your customer at your locations.

*Insert steps and screen shots for balance inquiry here.*