



Congratulations! and thank you for choosing the *Purpose*<sup>TM</sup> Card. With your "Instant Issue" Card, you can get cash from ATMs displaying the NYCE<sup>®</sup> or Cirrus<sup>®</sup>, or STAR<sup>®</sup> acceptance marks or make purchases at merchants displaying the NYCE or STAR acceptance mark. A personalized Purpose Debit MasterCard<sup>®</sup> Card will be mailed to you in 7-10 business days, and you can use it anywhere MasterCard Debit Cards are accepted.

### **Your Purpose MasterCard Card can go where cash can't!**

#### **Now you can:**

- Pay by phone
- Shop online
- Make reservations\*\*
- Keep your money safe

We've created this guide to answer some questions you may have about your card. If we don't answer them all, please visit us online at: [www.purposecard.com](http://www.purposecard.com).

## **Frequently Asked Questions**

### **Q: How do I get cash?**

A: You can get cash at ATMs with the NYCE, Cirrus, or Star acceptance marks. You'll need the PIN that you selected upon receiving your Instant Issue Card. You must use this PIN at ATMs to get cash. **Please note that to get cash from the ATM, you need to select "credit card" and not "checking."** Additionally, certain merchants will also allow you to get cash when completing a point-of-sale transaction. Certain fees and restrictions may apply.\*\*\*

### **Q: How do I put more money on my card?**

A: Go to the merchant where you purchased your card or to any other participating merchant displaying the Purpose mark.

### **Q: How can I check my card balance?**

A: You can check your card balance at merchants participating in the Purpose Network, at [www.purposecard.com](http://www.purposecard.com) or on your monthly card statement. You can also call the customer service number located on the back of your card. There is a fee for this phone service.\*\*\*

### **Q: What do I do if my card is lost or stolen?**

A: If your card is lost or stolen, immediately call 1-800-962-4294.

The Purpose Instant Issue debit card issued at the time of enrollment and the Purpose MasterCard Card, that is issued after a Purpose Instant Issue debit card is opened, are both issued by KeyBank National Association. Purpose Solutions, LLC is an authorized representative of KeyBank National Association.

\*\*Restrictions may apply

\*\*\*See Cardholder Agreement for more details.

# Purpose Customer Information & Change of Address Form:

Información del Cliente y Cambio de Dirección

First Name:  
Nombre

Last Name:  
Apellido

Address:  
Dirección

City:  
Ciudad

Phone #:  
Teléfono

Date of Birth:  
Fecha de Nacimiento

Identification #  
Número de Identificación

ID Type:  
Tipo de Identificación

☐ Driver's License  
Licencia de Manejo

☐ State ID  
Identificación del Estado

☐ Military  
Militar

☐ Matricula Consular

☐ Passport  
Pasaporte

What State is  
Your ID from?  
¿Estado?

I have received, read, and agreed to the important disclosures provided with the Purpose Card.  
He recibido leído y aceptado las cláusulas dadas con Purpose Card.

When available, would you prefer to receive documents in Spanish?  
¿Si se tienen disponibles, preferiría recibir documentos en Español?

Yes - Si

☐

or

☐

No

☐