

Ezycash Cards Limited

Frequently Asked Questions



Questions Pertaining To My Card

Q: Do I need to have a bank account?

A: No, a bank account is not required. No credit check.... No minimum income requirement. You can use your Ezycash™ Prepaid MasterCard® card on its own or as an alternative to having a bank account or a credit card. With a prepaid card you have peace of mind as you can only spend or withdraw the amount you have made the decision to load and that is available on the card.

Q: How long does it take to get approved?

A: Approval is quick and easy, generally within 24 hours. Delivery time on the card may vary depending on the shipping method called upon at time of application.

Q: What fees will I be charged?

A: Here at Ezycash, we strive to deliver value and we have priced our product to fit our cardholders' budgetary concerns. We have created a product that is economical to use making the Ezycash™ Prepaid MasterCard® your card of choice for your everyday purchases. Please consult www.ezycashcards.com for a complete listing of fees.

Q: How do I get my money from my card?

A: Your money can be withdrawn from your card at any ATM showing the MasterCard® and Cirrus® Brand Marks.

Q: Where can I use my card?

A: Your card can be used anywhere MasterCard® is accepted, over 24 million locations worldwide. It can be loaded and reloaded, again and again, so it's ready when you are! You can use your card anywhere PIN or signature transactions are accepted. It also enables you to withdraw funds from millions of ATM's worldwide giving you immediate access to your paycheck as and when needed.

Q: Can I use the card on the Internet?

A: You can use your card for online transactions wherever MasterCard® is an accepted form of payment. Note: Avoid using the card to register online for free trials. After the trial period, companies many start to charge your card through automatic billing.

Q: How do I check my balance?

A: Checking your balance is simple and easy. Just go online to www.ezycashcards.com , to check your balance or you can call 1-786-270-1797 to consult with a customer service representative.

Q: How do I load money on the card?

A: You can either transfer money from your e-wallet account or arrange to have your paycheck deposited onto your card by your employer. You also have the option of loading funds through our website www.ezycashcards.com or by calling our customer service line at 1-786-270-1797.

Q: What time on payday can I withdraw my pay?

A: You will have access to funds from your card at the opening of business on payday or at 9:00 a.m. (PST) - (please note that the timing of this process is tied to the process and timelines used by your bank)

Q: How do I receive my PIN (Personal Identification Number) and PASSCODE?

A: As a cardholder, your card will have a pre set and temporary PIN which is the last four digits of your day phone number you provided on your application for the card. Please note that you must change the PASSCODE and select a PIN by calling Customer Service at 1-786-270-1797.

Q: Can I choose my own PIN and PASSCODE?

A: Yes. You are free to change your PIN and PASSCODE at any time by calling the Customer Service number at 1-786-270-1797 (the number is found on the back of your card). Please note that, your PIN and PASSCODE cannot be the same 4 digit number.

Q: When do I use my PIN?

A: Your PIN is required when withdrawing funds from an ATM machine or when making a purchase at a retail outlet such as gas stations, grocery stores, etc,

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Q: When do I use my PASSCODE?

A: Your PASSCODE is required when accessing account information from the internet or when accessing account information from the Customer Service number.

Q: What do I do if I lose my PIN and PASSCODE?

A: Call our Customer Service number at 1-786-270-1797 immediately to change your PIN. We will issue a temporary PASSCODE once we have verified cardholder information and transaction history. You will be required thereafter to change your PASSCODE the first time you access your information via our Customer Service number, IVR or the internet.

Q: What should I do if I lose my card or it is stolen?

A: Contact our Customer Service line at 1-786-270-1797 immediately and we will deactivate your card and request a new card. Once you have been issued a new card, please call our Customer Service number to move funds from your old card to your new one. Ezycash will ensure that your account has been updated automatically for all your loads.

Q: How long does it take until I receive my new card?

A: You will get a new card to you in the mail within 7 to 10 business days. If you have not received your card within this time, please contact Customer Service line 1-786-270-1797 and request a new one from us.

Q: What can I do when I call Customer Service?

A: Our 24/7, live Customer Service team provides you access to all of the following services and more!

- Card Balance
- Transfer money from your card to a checking account
- Transaction History
- Companion Card transfers
- Change your PASSCODE
- Change your PIN
- Report a Card or Stolen

And much more!!

General Cardholder Questions and Answers

Q: How safe is it to use my Ezycash™ Prepaid MasterCard®?

A: The card is the safest way to shop online and at retail establishments! Cardholder accounts are only accessible by the specific username and password that only the cardholder controls. Further, the card does not have a credit limit attached to it and therefore the cardholder decides how much value he would like to keep on the card.

The card maintains its account files in a highly protected and secure environment. Your Ezycash card balance is always available when you want to shop! You can check your account anytime online 24/7. The card offers cardholders the safest way to pay!

Security starts with you...the cardholder! Remember, as the cardholder...never tell anyone your Password or PIN number. If you set up an account for someone else, never send the password through email. Check your card account page often. And please contact us immediately on our Customer Service line 1-786-270-1797 if you feel your account has been compromised in any way.

Q: What can I buy with the Ezycash™ Prepaid MasterCard®?

A: You can buy almost anything with your Card.

Using the card provides you with the same privileges as a regular MasterCard® product without the risks of a credit limit. It is an advanced cashless payment solution that allows you to store and reload funds on a real MasterCard® card...which means your card can be used everywhere MasterCard® is accepted – online and at over 24 million locations worldwide. No interest payment...ever!!!

Q: Who can buy the Ezycash™ Prepaid MasterCard®?

A: Anyone can become a member of EzyAccount and by becoming a member, purchase a card. The Ezycash™ Prepaid MasterCard® Card opens the Internet Revolution to absolutely everyone! No credit checks or minimum income requirements. Your approval is virtually guaranteed*

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Q: Why should I use the Ezycash™ Prepaid MasterCard®?

A: Ezycash™ Prepaid MasterCard® can be purchased and used by anyone, regardless of age or credit history*. And, because you've pre-paid, you cannot overextend yourself when using your Ezycash™ MasterCard®! Everything you buy is debt free. No worrisome credit limits, No interest, No bills, No worries.

Q: Do I have to use my Ezycash™ Prepaid MasterCard® right away?

A: You do not have to use your card right away. Your card is good for three years from date of issuance, at which point a new card will be issued or simply call Customer Service number or visit us at www.ezycashcards.com to request a new one.

Q: Can I get cash back by using my Ezycash™ Prepaid MasterCard®?

A: You can get cash back by using your card at any point of sale (some conditions apply) or any ATM that displays the MasterCard® and/ or Cirrus® logo!

Q: Do I have to spend the entire amount on my Ezycash™ Prepaid MasterCard® at the same time or place?

A: You do not have to spend the entire balance on your card account at one place or at one time. Even if you do not spend the entire amount, your remaining balance will still be available for future purchases! Use your card at your convenience!!

Use only what you need, and your card account will adjust automatically!

If your card account balance is getting low, you can deposit money in your account and add it to your card balance for further use.

* Must be 16 years of age to qualify

