# **DeluxeCard Visa Reward Card**

#### FAQ

#### Frequently Asked Questions for Corporate and Bulk Orders

This document is designed to answer some commonly asked questions about DeluxeCard Visa Reward Card Corporate and Bulk Orders.

#### What are DeluxeCard Visa Reward Cards?

DeluxeCard Visa Reward Cards are available in dollar amounts from \$20.00 to \$2,500.00. They can be used worldwide anywhere Visa debit cards are accepted. When purchased online, the non-reloadable cards have a purchase fee based on the number of cards ordered.

#### What is the cost of DeluxeCard Visa Reward Cards purchased in bulk?

The total cost is the amount you choose to give (any amount from \$20.00 to \$2,500.00), a per-card Purchase Fee, and shipping and handling charges.

Number of Cards	Purchase Fee per Card**
1-49	\$3.50
50-100	\$3.30
101-500	\$3.10
501-1000	\$2.90
1001+	\$2.60

<sup>\*\*</sup>Per card fee only. Shipping charges for Fed Ex Next Day will be calculated and applied prior to order submission.

### How do I purchase DeluxeCard Visa Reward Cards?

Reward cards can be purchased securely online through our Web site. Choose a card design and a dollar value. Then add your logo and an embossed standard message (such as Thank You, Good Job, etc.). For security reasons, each card must be activated by the reward card recipient by calling toll-free 1-866-255-9831, or by visiting <a href="https://www.mydeluxecard.com">www.mydeluxecard.com</a>.

### How can I pay for the DeluxeCard Visa Reward Cards?

Accepted payment methods are ACH and wire transfer from your business's financial institution. To place a new order, follow the instructions below:

- 1. Complete the online form.
- 2. When complete, please note of the dollar amount, routing number and account number to be ACH or wire transferred from your business's financial institution.
- For wire transfers, visit your financial institution and send the applicable amount (from step 2) using the proper routing and account numbers.

DeluxeCard Client Services will verify the amount ACH or wire transferred matches the amount from the order form within 1 business day. Upon verification of the ACH or wire transfer, the order will be processed and shipped. Receipt of the order can be expected within 5-7 business days.

### What is the cost to set up my custom logo?

The one-time fee to setup a custom logo is \$500.00. This includes uploading the image and the approval process required by Visa. Once the logo is created, it can be applied to any future reward card order, using any of the featured reward card designs. No additional custom logo charges will be applied to the order, only the reward card fees. Any changes to a logo (e.g. taglines, artwork, etc.) will require another setup and approval process for an additional fee of \$500.00.

#### What are the requirements for adding a logo to my reward card?

For best results we ask that you provide:

- A clean, crisp black-and-white, camera-ready artwork file
- File should be 100% in JPEG (.jpg), PSD, TIFF, EPS or AI format
- Minimum of 300 dpi in grayscale, 1200 dpi in bitmap

Please note: Logo cannot be pulled from letterhead or a website or be submitted in PDF format or as a Word document. Visa requires artwork to have a 1/8" border around the sides and top edge, as well as around the respective hologram. Maximum size cannot exceed 1/2" high by 2" wide.

#### Are there any logo restrictions?

We cannot accept images that contain any of the following:

- Company names, trademarks, logos, slogans, works of art, copyrighted materials or brands of any third party and their likeness
- Celebrities, actors, cartoons or computer game figures
- Advertising or promotional materials or branded products
- Phone numbers, addresses, URL addresses, or account or PIN numbers
- Violent, bloody, obscene or indecent images; nudity or semi-nudity; maltreatment; content not appropriate for those under 18
- Culturally or socially insensitive texts or images, or those that show alcohol, tobacco, gambling, firearms or other antisocial behaviors
- Texts or images that display the views, opinions or beliefs of political groups or religions
- Libelous, derogatory or defamatory content
- Discriminative or provocative content
- Numbers, texts or images that might induce misunderstanding
- Content that instigates anti-government behavior or sentiment, or content that is in violation of any rules, regulations or laws
- Texts or images that might result in card-acceptance confusion by merchants
- Other texts or images that are deemed not suitable for any reason for use on a reward card as determined by DeluxeCard Visa Reward Card

# What is the process for updating my logo?

The process is easy. Simply:

- 1. Agree to the Custom Logo Agreement
- 2. Upload your image
  - 1. Select your logo by clicking the "Browse..." button
  - 2. Choose the image file from your computer and click "Open"

Tips: Use a high-quality image — the better your image, the better your final card will look. Your logo can be provided in one of several formats: JPEG (.jpg), AI, EPS, PSD or TIFF. The larger the image, the longer it will take to upload.

- 3. Enter an appropriate Logo Name
- 4. Select your method of payment
- Enter a Priority Service Code (if available)
- 6. Click "Submit >>"
- 3. Verify your order and click "Submit Order >>"
- Complete your order by submitting your payment using the method you selected on the ordering page.

We will create a proof of the available card designs with your logo and submit it to Visa for approval. Once approved, you will receive an e-mail confirmation that your logo setup is complete and you can now order reward cards. Please allow up to four weeks for approval and setup of your custom logo.

# What messages are available to personalize the DeluxeCard Visa Reward Cards?

Thank You Good Job Congratulations Felicitaciones

### How are DeluxeCard Visa Reward Cards shipped?

All orders are shipped to the purchaser via Fed Ex.

### When will I receive the DeluxeCard Visa Reward Cards?

You can expect to receive the cards 5-7 business days after the receipt of the successful wire transfer payment.

# I have placed an order. What do the order status codes mean?

All of these codes represent the processing of your order. The codes you will see are:

**Submitted:** A new order has been created and is waiting for approval. The order will be approved once

payment is received.

Approved: A new order has been approved and will be sent for processing.

In Production: Information is in transit to the card production facility.

**Complete:** Your order is being completed.

#### What can the DeluxeCard Visa Reward Cards be used for?

DeluxeCard Visa Reward Cards can be used for customer appreciation, employee incentives, rewards, promotions, prizes and business expenses. The cards cannot be used at ATMs, or for purchases on credit, as with credit cards.

# Can I use my DeluxeCard Visa Reward Card at more than one merchant?

Absolutely! As long as there are funds remaining on your card, and the merchant accepts Visa debit cards.

#### Can I use the DeluxeCard Visa Reward Card for online purchases?

Yes! You can use the card anywhere Visa debit cards are accepted, in stores and online. However, some online merchants may require Address Verification. This process requires that the billing address be "linked", or assigned, to the card's 16-digit account number. The cardholder must visit <a href="www.mydeluxecard.com">www.mydeluxecard.com</a> to register his or her card; this will assign an address to the card. Once the verification process is complete, any merchant requiring Address Verification will be able to link a Billing Address to the card's 16-digit account number.

# What happens if I spend all the funds on my DeluxeCard Visa Reward Card?

Your DeluxeCard Visa Reward Card will no longer be accepted as a valid form of payment. At this time, you can discard the card or keep it as a special reminder of the person who gave it to you.

#### What happens if I lose my DeluxeCard Visa Reward Card?

If a card is lost, contact DeluxeCard Customer Service toll-free at 1-866-255-9831. They will close the account and promptly issue a Replacement Card with the remaining balance of the lost card. There is a \$15.00 per-card Replacement Card Fee for this service.

#### Who do I contact with questions about my DeluxeCard Visa Reward Card?

For DeluxeCard Visa Reward Card information, call DeluxeCard Customer Service toll-free at 1-866-255-9831. For questions regarding ordering corporate or bulk cards online, call DeluxeCard Client Services toll-free at 1-866-248-5479.

#### How is my information protected?

Security is as an important feature for us as it is for you. To protect your private information on the Internet, we use strong data encryption processes to protect the security of every order you place using this site. To protect your account information and transactions, we electronically verify information when you access this site.

### How do I use my DeluxeCard Visa Reward Card at restaurants?

You are encouraged to use your DeluxeCard Reward Card at restaurants that accept Visa debit cards. For authorization purposes only, a 20% gratuity is automatically added to your food bill. In addition, some restaurants have also preprogrammed their own card terminals to authorize a gratuity (usually 15-20% of the food bill). Both additions are for authorization purposes only, and you will only be charged for the gratuity you designate on the receipt.

# Can I use my DeluxeCard Visa Reward Card to "pay at the pump" at gas stations?

Your DeluxeCard Visa Reward Card can be used at any gas station where Visa debit cards are accepted. "Pay at the pump" card terminals immediately verify that there are enough funds on the reward card to complete a transaction for an "average purchase of gas," or \$100.00. If your card does not have enough money to pay for this amount, it will be declined by the "pay at the pump" card terminal. If your remaining balance is less than \$100.00 and you would like to spend it on a fuel purchase, we recommend that you pay for your purchase inside at the merchant's cash register.

# What if my purchase exceeds the value on my DeluxeCard Visa Reward Card?

To make a purchase that is more than the available balance on your card, you may use another payment method to share the expense of your purchase. This is called a split transaction. Simply use your DeluxeCard Visa Reward Card to pay for a portion of the purchase amount and a second payment method-check, cash or credit card-for the remainder. Please note that split transactions are subject to individual merchant policies. When making your purchase, remember to tell the merchant the dollar value on your DeluxeCard Visa Reward Card; you can easily verify this via the DeluxeCard Web site, <a href="https://www.mydeluxecard.com">www.mydeluxecard.com</a>, or by calling DeluxeCard Customer Service toll-free at 1-866-255-9831. The merchant will not be able to provide you this information. If you attempt to make a transaction for more than the balance on your DeluxeCard Visa Reward Card, the transaction will be declined.

#### What should I do if my DeluxeCard Visa Reward Card is declined?

If you experience any problems using your card, please contact DeluxeCard Customer Service 24 hours a day, 7 days a week by calling toll-free 1-866-255-9831.

#### How do I activate my DeluxeCard Visa Reward Card?

Activating your DeluxeCard Visa Reward Card is convenient via phone or Internet. To activate by phone, simply call DeluxeCard customer service toll-free at 1-866-255-9831. To activate online, visit <a href="www.mydeluxecard.com">www.mydeluxecard.com</a> and click on the "Activate" link under "My Account."

#### How will I know the original value of my DeluxeCard Visa Reward Card?

You can check the balance of the card by following the instructions below.

#### How can I check my available balance?

Your available balance can be verified by visiting <a href="www.mydeluxecard.com">www.mydeluxecard.com</a>, or by calling DeluxeCard Customer Service toll-free at 1-866-255-9831. Be sure to have your 16-digit card account number ready to access this information. You will also need the 3-digit CVV number, which is the last 3 numbers on the back of the card imprinted in the signature panel.

# Can I add more money to my DeluxeCard Visa Reward Card?

DeluxeCard Visa Reward Cards are not reloadable. You can order a new card by visiting www.mydeluxecard.com.

#### What happens if I have a remaining balance when my DeluxeCard Visa Reward Card expires?

Cards are good for two years from date of issuance. If a balance remains on the card after six months, a Monthly Maintenance Fee of \$4.95 will be charged to maintain that balance.

# How long can I use my DeluxeCard Visa Reward Card?

Your DeluxeCard Visa Reward Card expires 24 months from the date of issue. The expiration date is imprinted on the card. A Monthly Maintenance Fee of \$4.95 is waived for the first six months after the date of activation.