

Cardholder Portal User Guide



1. Cardholder portal user guide

Gift Card and Business Single Load card.

Activation and PIN.

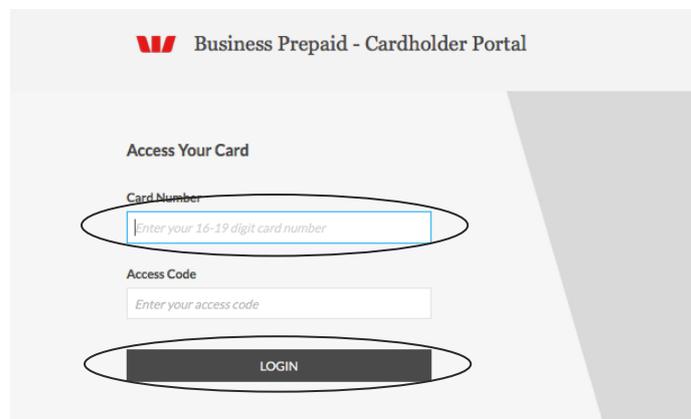
Your card has already been pre-activated. The PIN for your card is hidden under the scratch panel on the back of your card and you can use your card straight away.

Register your card and view your balance.

If you would like to track your transactions and view your balance, you can access this information in the cardholder portal by registering your card.

To register, you'll need your card carrier (the letter your card came with) when you complete these steps. Your card carrier contains the URL address of the cardholder portal and your access code.

- Go to the cardholder portal – you'll find this address on your card carrier



- Then, enter your full 16-digit card number with no spaces or hyphens in the **Card Number** field
- Enter your 6-digit access code in the **Access Code** field
- Click **Log in**.

Once you have successfully logged in, you will be directed to your home page where you can view your transactions, current balance, available balance and the expiry date for your card.

Multiload and MultiloadPLUS cards.

Activation and PIN.

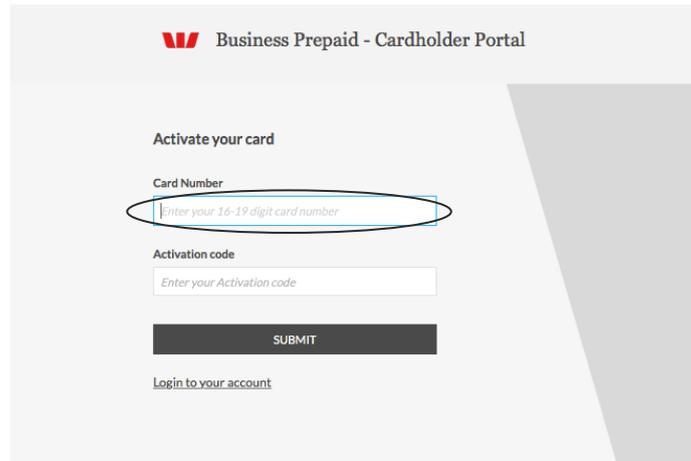
You will need to activate your card and set up a PIN before you can use your Multiload or MultiloadPLUS card. Both of these tasks need to be completed in the cardholder portal.

Your card carrier contains the URL address of the cardholder portal and your activation code. You'll need to have these on hand to log in to the portal and activate your card.

Register your card and view your balance.

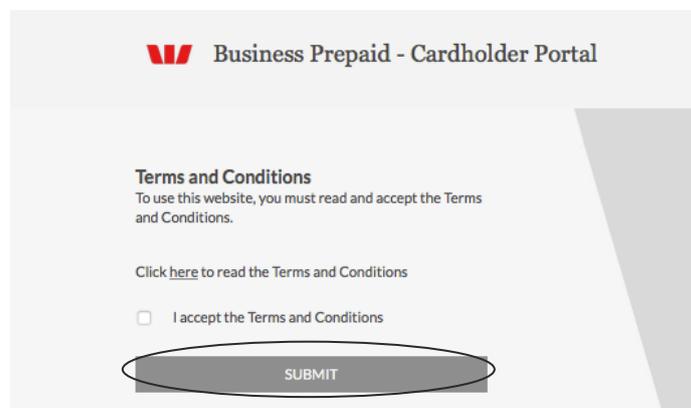
To track your transactions, view your balance and register your card as follows.

- Go to the cardholder portal – you'll find this address on your card carrier.



The screenshot shows the 'Business Prepaid - Cardholder Portal' page. The main heading is 'Activate your card'. Below this, there are two input fields: 'Card Number' with a placeholder 'Enter your 16-19 digit card number' and 'Activation code' with a placeholder 'Enter your Activation code'. A 'SUBMIT' button is located below the activation code field. At the bottom, there is a link that says 'Login to your account'.

- Then, enter your full 16-digit card number (no spaces or hyphens) in the **Card Number** field.
- Enter your 6-digit activation code in the **Activation code** field, then click **Submit**.



The screenshot shows the 'Business Prepaid - Cardholder Portal' page with the heading 'Terms and Conditions'. Below the heading, it says 'To use this website, you must read and accept the Terms and Conditions.' There is a link that says 'Click here to read the Terms and Conditions'. Below this, there is a checkbox labeled 'I accept the Terms and Conditions'. A 'SUBMIT' button is located at the bottom of the form.

- You will be taken to the Terms and Conditions screen, where you will be directed to read and accept the portal Terms and Conditions.

- Once the terms and conditions are accepted, the **Account Setup** screen will display. Enter your email address, create a password, and set up your security question and answer. Click **Save and Continue** to proceed.

- The **PIN** setup screen will display for you to create a 4-digit PIN.
- Click **Set PIN and Finish** to complete the process.

- Your card is now active and ready for use.

Once you have successfully logged in, you will be directed to your home page where you can view your transactions, current balance, available balance and the expiry date for your card.

PIN protection tips.

- Avoid using consecutive numbers or numbers that are easily associated with you, such as your birthday or house number
- Don't write down your PIN, especially on your card or tell anyone else your PIN
- Select a different PIN for different cards.

Important – You'll need to remember your access code, as you will need it every time you log in to check your balance or view your transactions. The access code cannot be reset or reissued. If you have forgotten or lost your access code, you will need to ask your administrator to issue you a new card.



For further information



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