

## **1. General FAQ's:**

**1.1 What is the ACURA Visa® Prepaid Card?** The Prepaid Card is not a credit card. It is a prepaid, stored value and reloadable payment vehicle. Once funds are deposited on your card, you can make purchases for goods and services at millions of locations worldwide where Visa® is accepted.

### **1.2 Where can I use my ACURA Visa Prepaid Card?**

Your Prepaid Card can be used anywhere where the Visa acceptance mark is displayed. Some exceptions may apply. Please check with the merchant before attempting to make a purchase as some merchants do not accept prepaid gift cards. If a card is used for a foreign currency transaction, a fee will be charged to convert the transaction into Canadian currency. To view applicable fees, refer to the Terms and Conditions on your card carrier or on [acura.trucash.com](http://acura.trucash.com). The transaction can be viewed online on the Transaction History page.

### **1.3 Does my ACURA Visa Prepaid Card need to be activated?**

Yes, in order to use your Prepaid Card, it must be registered /activated.

### **1.4 What if my ACURA Visa Prepaid Card is lost or stolen?**

Lost or stolen Prepaid Cards should be reported immediately by calling TruCash customer service 24 hours a day, 7 days a week at 1-800-624-6171 (in Canada/USA) or 1-905-212-9100 (elsewhere). Your card can be replaced if lost, stolen, or damaged, provided it has been previously registered. Any available balance will be transferred to the replacement card, less a replacement card fee.

### **1.5 Do ACURA Visa Prepaid Cards have an expiry date?**

Yes; the Prepaid Cards expire on the last day of the month and year indicated on the front of the card.

### **1.6 Do I need to sign the sales receipt?**

When making a purchase, please sign the receipt as the merchant should compare the signature to the one on the back of the card when processing the payment.

### **1.7 Can I make a split payment with my ACURA Visa Prepaid Card?**

To make a split payment with your Prepaid Card, you should let the merchant know in advance that you will be splitting the payment. (Note: some merchants may not allow split payments.) You should then advise the merchant of the amount you would like applied against your card. You should be aware of the balance available on the card in advance of making a payment as merchants do not have the ability to check balances. Balances can be checked online by visiting [acura.trucash.com](http://acura.trucash.com) or by calling TruCash customer service between Monday - Friday (9am - 5pm EST) at 1-800-624-6171 (in Canada/USA) or 1-905-212-9100 (elsewhere).

### **1.8 Can I return merchandise purchased using a ACURA Visa Prepaid Card?**

For merchandise returns, you will need to deal directly with the merchant as each merchant has their own return policy. Keep the card and purchase receipts, even after the balance is depleted, as you may be asked to present them in order to process the return. When the merchant's policy is to credit the card used for purchases (rather than provide cash or a store credit), the available balance on the card will be increased by the amount of the refund within a few days of the return.

#### **1.9 Can I use my ACURA Visa Prepaid Card at gas station pumps?**

Yes, you can use your Prepaid Card to pay for gas or to make in-store purchases. Please note that if your card is used at a pay-at-the-pump kiosk, the merchant may preauthorize a transaction amount that is greater than the balance on your card, thus causing the transaction to be declined.

#### **1.10 Can ACURA Visa Prepaid Cards be used at restaurants or salons?**

Yes, the Prepaid Card can be used to make purchases at restaurants, salons and other merchants that have gratuity or additional charges. Please note these merchants will hold up to 20% in addition to the price of the goods or services being purchased. It is recommended that you know the card balance beforehand to ensure there are sufficient funds to cover both the transaction and the hold.

#### **1.11 Can ACURA Visa Prepaid Cards be used for car rentals, hotels or travel reservations?**

Not every merchant accepts prepaid Visa® cards but for those that do, the Prepaid Card can be used for car rentals, hotels or travel reservations. Upon making your reservation, merchants may hold funds up to 30 days. During this time, you will not be able to use the funds on hold until they are released back onto your card. Please make sure you know the card balance beforehand to ensure there are sufficient funds to cover both the transaction and the hold.

#### **1.12 Can recurring payments be made with my ACURA Visa Prepaid Card?**

No, the Prepaid Card cannot be used to make recurring payments.

#### **1.13 How do I withdraw funds from an ATM machine using my ACURA Visa Prepaid Card?**

This card is not ATM enabled.

#### **1.14 Why is my ACURA Prepaid Visa Card being declined?**

You will only be able to complete purchases with your Prepaid Card if the balance on the card is equal to or more than the total purchase amount, as well as any applicable fees and/or additional tolerances. You can check your balance at [acura.trucash.com](http://acura.trucash.com). If this is your first attempt to make a purchase with your Prepaid Card, make sure your card is activated first. You MUST activate your Prepaid Card on [acura.trucash.com](http://acura.trucash.com) in order to make purchases. For further questions regarding a declined purchase, please call TruCash customer service between Monday - Friday (9am - 5pm EST) at 1-800-624-6171 (in Canada/USA) or 1-905-212-9100 (elsewhere).

## **2 Contact Us Page FAQ's:**

### **2.1 How do I contact TruCash customer service?**

To contact TruCash customer service, please email [service@trucash.com](mailto:service@trucash.com) or call Monday – Friday (9am - 5pm EST) at 1-800-624-6171 (in Canada/USA) or 1-905-212-9100 (elsewhere). For lost or stolen cards, customer service is available 24 hours a day, 7 days a week.

### **2.2 Who do I contact regarding a dispute or declined transaction?**

To discuss a dispute or declined transaction, please call TruCash customer service between Monday – Friday (9am - 5pm EST) at 1-800-624-6171 (in Canada/USA) or 1-905-212-9100 (elsewhere).

## **3 Profile Page FAQ's:**

### **3.1 How can I change/update my profile?**

You can update your profile by visiting [acura.trucash.com](http://acura.trucash.com); logging in to your account and clicking on the Profile Tab.

### **3.2 Why do you require additional information about me?**

In order to meet bank compliance regulations, TruCash is required to gather additional information on their customers. TruCash maintains all personal data and will not disclose it to any commercial third party.

### **3.3 Will there be a credit check done on me?**

No. If you are completing a transaction which requires TruCash to gather your personal information and federal ID, it is for the sole purpose of complying with banking regulations.

## **4 Transaction History Page FAQ's:**

### **4.1 How can I see the transaction history of my ACURA Visa Prepaid Card?**

To see your transaction history, visit [acura.trucash.com](http://acura.trucash.com); log in to your account and click on the Transaction History Tab. You can see all transactions on this page.

### **4.2 Why should I check my transaction history?**

Any errors must be reported to TruCash within 30 days of the transaction date or the transaction is considered correct and you will not be able to make a claim afterwards. Call TruCash customer service: Monday - Friday (9am - 5pm EST) at 1-800-624-6171 (in Canada/USA) or 1-905-212-9100 (elsewhere) or email [service@trucash.com](mailto:service@trucash.com).

**5 Fees Page FAQ's:** **5.1 What fees and limits are associated with my ACURA Visa Prepaid Card?** To view a list of applicable fees refer to the Terms and Conditions on your card carrier or at [acura.trucash.com](http://acura.trucash.com).