

# Frequently Asked Questions About Physical Prepaid Cards

## What if my prepaid card was undeliverable or not received?

Call the Blackhawk Network (the vendor creating and mailing the cards) Customer Service Lost/Stolen/Non-received team at 1-888-371-2109 for help to get a replacement card issued to your confirmed or updated address. You can also call the AGENCY helpline at 1-888-371-2109 and get connected to the Blackhawk Network Customer Service phone line. Please have the information available to assist the agent with your request:

1. Your first and last name
2. Address the card was initially issued to (even if incorrect, the agents will use this to locate the card in the system and authenticate you as the caller; address can be updated if needed prior to issuing the replacement card)
3. Card program Sponsoring agency: United Ways of California

## What should recipients watch for in the mail?

The card will arrive via USPS First Class Mail in a white envelope:



## Where can I use the Prepaid MasterCard®?

The card can be used everywhere Debit MasterCard are accepted, except gas pumps, ATMs, cash access and recurring payments.

## How do I activate my card?

Once you receive your card, call 1-888-371-2109 or visit [www.myprepaidcenter.com](http://www.myprepaidcenter.com) and follow prompts to activate the card. **You must activate your card within 90 days from issuance. Once activated, you have 6 months to use the card before it expires.**



### **Card balance tips**

- 1 . Current balance can be confirmed by dialing 1-888-371-2109 or by entering the card number at [www.myprepaidcenter.com](http://www.myprepaidcenter.com)
- 2 . Transaction History available at [www.myprepaidcenter.com](http://www.myprepaidcenter.com)
- 3 . Only use it for the current balance or less.
- 4 . The card can only be used for the current balance or less. If your purchase amount is more than the value on the card, see Using multiple forms of payment below.
- 5 . Select credit, not debit, when making online, mail/phone purchases.
- 6 . Shop and get 5% back on purchases at select merchants.

### **Can I withdraw cash from the prepaid card?**

Yes. You will have to set a PIN to withdraw cash from an ATM machine. To set or reset your PIN, visit [MyPrepaidCenter.com](http://MyPrepaidCenter.com) or call the number on the back of the Card and use the automated system.

### **Most common decline reasons**

1. Card was swiped for more than the card balance.
2. Card was used at a gas pump. If you plan to use the card for gas, we recommend you pay inside the store.
3. Card was not activated before use.
4. Card was swiped as a debit without creating a PIN. (The card can only be used as Debit if you create a pin. Otherwise, the card needs to be used as Credit.)

### **Using multiple forms of payment**

Please confirm with the merchant that multiple forms of payment are accepted. If split transactions are accepted, use the card last so the amount due is equal to or less than the balance of the card.