

Answers to Your Most Common Questions

On the following pages, you will find answers to some of the most common questions regarding your Performance Plus Visa® Prepaid Card. If you need additional information, please call Customer Service at 1-844-815-1851 (001-515-326-3894 Internationally) or visit www.awardcardservices.com/rewards.

Q. How do I activate my card?

A. There are two easy ways to activate your card. Both methods will require you to enter your 16-digit card number and the CVV code located on the back of the card.

Phone: Please call 1-844-815-1851 and follow the prompts to activate your card

Online: Visit www.awardcardservices.com/rewards

In addition to activation information, online enrollment will require you to select a username and password, as well as set your security questions and answers.

Telephone: Call 1-844-815-1851 (001-515-326-3894, Internationally)

Q. How can I access my card balance and transaction information?

A. Please visit www.awardcardservices.com/rewards and register your card. You will be asked to create a username and password. By registering your card, you will be able to access your card balance, transaction history and card activity. You will also be able to use your card online for purchases. You may also call 1- 844-815-1851 (001-515-326-3894 Internationally) and follow the IVR prompts. This information is available anytime, day or night.

Q. My name is printed incorrectly. How can I get a corrected card?

A. You must contact Customer Service at 1-844-815-1851 (001-515-326-3894, Internationally) to make the change and to request a new card. A \$10 Replacement Card Fee will apply if the card has been previously issued. Please see your Cardholder Agreement for complete details.

Q. How do I change my home address?

A. Please visit your program site or call Award Headquarters toll-free at 1-844-815-1851 to update the home address for your Card.

Q. How do I make a purchase with my Performance Plus Visa Prepaid Card?

A. At the time of purchase, present the card to the merchant and sign the receipt if prompted. If you've already setup your PIN over the phone you may select the Debit option, if not, select Credit. You can dial 1-844-815-1851 (001-515-326-3894, Internationally) and follow the prompts to setup your PIN.

Note: There may be times where you need to select the Credit option to have your transaction processed.

Q. Will I be charged a fee for using my card to make a purchase at a retail location?

A. You will not be assessed a fee for using your card at any of the approved retailers participating in the program. For the most up-to-date list of participating retailer, visit www.performanceplusaward.com.

Q. My card has a Visa brand mark. Does that mean I can charge with it?

A. There is no credit line associated with the card, you may only use it up to the balance on your Card.

Q. Why was my card declined even though I had enough funds in my account?

A. Your Card may have been declined if you attempted to use it at a non-participating retailer. For the most up-to-date list of participating retailer, visit www.performanceplusaward.com. Additionally, if you use the Card at a restaurant, a hotel, for a car rental purchase, or for similar purchases, the transaction may be preauthorized for the purchase amount plus up to 20% or more to ensure there are sufficient funds available to cover tips or incidental expenses incurred. A preauthorization will place a "hold" on those available funds until the merchant sends us the final payment amount of your purchase.

Q. Will ATM charges apply to my Performance Plus Visa Prepaid Card?

A. Your card cannot be used at ATMs or for cash access.

Q. How do I spend the last few dollars remaining on my Performance Plus Visa Prepaid Card?

A. Check your balance at www.awardcardservices.com/rewards or by calling the toll-free number at 1-844-815-1851 (001-515-326-3894, Internationally)

Before the merchant handles your transaction, inform them of the card balance and make it known how you will pay for the remaining amount of your purchase.

Please Note: Not all merchants are set up to take two forms of payment for one transaction.

Still Have Questions? We're Here to Help!

Go Online.

Visit www.awardcardservices.com/rewards to access

- Card activity and balance
- Make profile changes

Call Us.

Call 1-844-815-1851 (001-515-326-3894, Internationally) for all of your program needs. Here, you can:

- Access your Performance Plus Card activity*
- Review your card balance and history
- Report a lost or stolen card

A live representative is available to discuss program information 24 hours a day, 7 days a week.

* Information via an Interactive Voice Response (IVR) System is available 24/7 for your convenience. You have the option to leave the IVR and connect to a live representative 24/7, regarding card balance and transactions.

The Performance Plus Visa Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card may not be used everywhere Visa debit cards are accepted. The Performance Plus Visa Prepaid Card is restricted and may only be used at specific merchants participating in the Performance Plus program. For a complete list of participating merchants, please refer to your program documents or visit www.performanceplusaward.com.