

Crime Prevention Corner



COVID – 19 INFORMATION Consumer Financial Protection Initiative

STIMULUS PAYMENTS MADE ON PREPAID CARDS: DID YOU THROW YOURS OUT? NOT ACTIVATE IT?

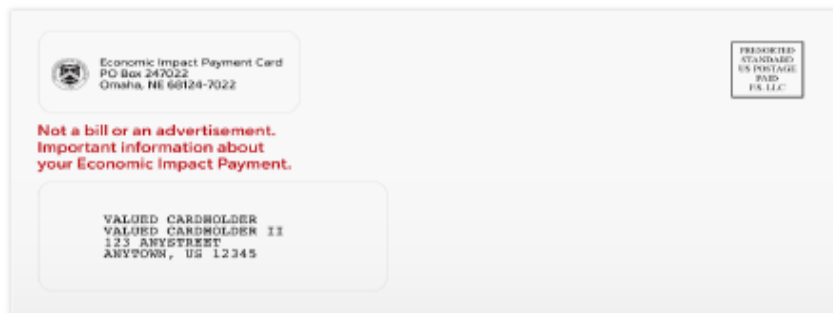
What you need to know:

Did you get an Economic Impact Payment VISA debit card in the mail from the U.S. Department of the Treasury? If you did, you might get a letter from Treasury this week, reminding you to activate your card.

Treasury's letter gives you instructions on [how to activate the card](#). Once you do that, you can get cash or use it anywhere that accepts VISA debit cards. Or, you can also [transfer the money from your EIP debit card to your bank account](#). This is especially helpful if you can't or don't want to visit an ATM.

Did you throw away the card by mistake, or don't recall getting one? No worries. Your letter from Treasury will tell you how to request a replacement card, which will include calling a 24-hour customer service line at 1.800.240.8100. It's free to replace your card.

So that you know what to look out for in the mail, here's what the envelope from Treasury will look like:



This is a government mailing from the US Treasury – not from a private prepaid card company.



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What will the letter from the US Treasury look like? Even if this says “cardholder” it is about your stimulus money, not an application for a prepaid card.



Economic Impact Payment Card
PO Box 247022
Omaha, NE 68124-7022

If you've already activated your Card or requested a replacement Card after June 23, 2020, you may disregard this letter.

VALUED CARDHOLDER
123 ANYSTREET
ANYTOWN, US 12345

Dear [valued Cardholder],

We are sending this letter to you because you have not yet activated your Economic Impact Payment Card. The Card was mailed to you recently and contains your funds from the U.S. Department of the Treasury that you are receiving as a result for the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). You need to activate your Card to get your funds.

If you haven't received the Card, or if you may have accidentally thrown it away, please call customer service at 1.800.240.8100 and report your Card Lost or Stolen so that we can send a replacement Card to you. There is no fee for the first replacement Card.

If you've received the Card, call now to activate it.¹ You can then transfer the funds to a bank account, get cash surcharge-free at an in-Network ATM, or start using your Card anywhere Visa® Debit Cards are accepted—in-store, online, or by phone, including paying bills.² While most services are free,³ visit EIPCard.com to learn more about fees for some optional services.

Our Customer Service Representatives are available to help you, 24 hours a day, 7 days a week.



Call: 1.800.240.8100
Visit: EIPCard.com



The EIP Card Program is sponsored by the U.S. Department of the Treasury



Activate your Card

* Read the Summary of Terms and Fees that were included with the Card, and read your full Cardholder Agreement and Fee Schedule at EIPCard.com

* Activate your Card account,¹ set your 4-digit PIN and get your balance by calling 1.800.240.8100 (TTY: 1.800.241.9100)

* Sign the back of your Card

* Keep your Card number in a safe place



Use your Card

* Shop anywhere Visa® Debit Cards are accepted: in-store, online or by phone

* Get cash back at the register with PIN debit purchases at participating merchants

* Get cash surcharge-free³ at any in-network ATM (use Locator to find nearby ATMs)



Get your balance

* Call Customer Service at 1.800.240.8100 (TTY: 1.800.241.9100)

* Visit EIPCard.com and register as a new user

¹ Card must be activated by primary cardholder.

² Not all billers accept cards for payments. Please check the biller's website.

³ Certain transaction and service fees and costs may be associated with the use of some features. Please refer to the material in your Welcome Packet or see your Cardholder Agreement for more information.

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