

## **Blue Elite Visa® Prepaid Card - FAQs**

### **Getting a Blue Elite Visa Prepaid Card**

**How do I get a Blue Elite Visa Prepaid Card?** Fill out the brief online form, and you'll receive a Blue Elite Visa Prepaid Card in the mail. No registration or credit check required.

**How long does it take to receive my Blue Elite Visa Prepaid Card?** You will receive your card in approximately 10 business days. If you do not receive your card, call Customer Service at 1-877-336-6263.

**Can I use my Blue Elite Visa Prepaid Card right away?** When you receive your card, you can use the card once you activate it and add money.

**How do I add money to my card?** There are many ways to add funds to your card, including receiving funds from another cardholder in your network or by setting up direct deposit from an employer, benefits provider or other source. Follow the printed instructions that arrive with your card to set up direct deposit. Log on at [www.myblueelite.com](http://www.myblueelite.com) for details on loading your card.

### **Activating Your Card**

**How do I activate my Blue Elite Visa Prepaid Card?** Activation is simple! Once you receive your Blue Elite Visa Prepaid Card, log on at [www.myblueelite.com](http://www.myblueelite.com) and follow the activation instructions. If you prefer, you can call the Customer Service number listed on the back of the card.

**How do I start using my Blue Elite Visa Prepaid Card?** Once you have activated your card, all you have to do is load money to start using your card. You may add money to your card by:

- Receiving funds from a Cardholder in your My Blue Elite Network
- Setting up Direct Deposit
- Adding cash with Western Union or Green Dot MoneyPak
- Getting your Tax Refund deposited
- Learn more! Log on at [www.myblueelite.com](http://www.myblueelite.com) for details.

### **Using Your Card**

**How do I use my card?** You can pay bills or make purchases everywhere Visa debit cards are accepted. Swipe your card and choose "Debit" or "Credit."

You won't pay a fee to:

- Make purchases with your card by choosing "Credit"
- Set up Direct Deposit of funds to your card account
- Enroll in Text Alerts, Email Alerts, or both
- Earn Cash Back Rewards on purchases

Your card offers many transactions for free, but some transactions do have a fee. For a complete list of fees, read the Cardholder Agreement.