

User manual Moneycard

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Getting started with Moneycard

YOU MUST FIRST ACTIVATE YOUR MONEYCARD TO BE ABLE TO USE IT AT ATMS AND POINT-OF-SALE TERMINALS.

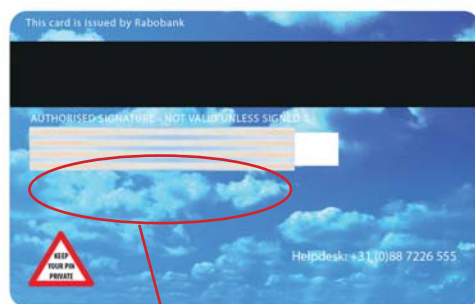
ACTIVATE YOUR MONEYCARD

Make sure you have your Moneycard, the cover letter and activation code at hand.

Complete the following steps:

- Sign the back of your Moneycard with a black marker.
- Call **088 7226 555** (local rate) and follow the instructions.

Please keep your 16-digit card number and activation code handy. The activation code consists of six digits and is listed in the cover letter you received with the Moneycard.



After you have entered your 16-digit card number and the activation code, you will be asked to choose a personal 6-digit access code. You need this access code when contacting the Moneycard Service Desk. Your PIN number will then be read out to you. The PIN number consists of 4 digits. Please memorise it but do not write it down anywhere. You will need this PIN number to be able to make payments and withdraw cash.

FORGOTTEN OR LOST YOUR PIN NUMBER?

Just like any other bank card, the Moneycard is blocked if an incorrect PIN number is entered three times. You can only reactivate your Moneycard by calling **088 7226 555** (local rate) and follow all the instructions provided. You must also phone this number if you have forgotten your PIN number. You can check your PIN number at any time.

Make sure you have your 16-digit card number and personal 6-digit access code handy when calling this number.

Using Moneycard

THE MONEYCARD CAN BE USED AT ANY ATM OR POINT-OF-SALE TERMINAL IN EUROPE BEARING THE V PAY LOGO. YOU MUST ENTER YOUR PIN NUMBER TO USE THESE SERVICES.

PAYMENTS AND WITHDRAWALS

ATM withdrawals

Provided there is sufficient balance in your account, you can withdraw up to €740 a day. At Rabobank ATMs, you can withdraw this amount in a single transaction. However, this is not always possible at other banks, so keep in mind you will sometimes need to make multiple withdrawals.

You may be charged a fee for using ATMs – you will find this information on the issue form you signed when you received the Moneycard.

Using point-of-sale terminals

For in-store payments, the balance on your Moneycard is the spending limit. You may be charged a fee for using point-of-sale terminals – you will find this information on the issue form you signed when you received the Moneycard.

Online payments

You cannot use the Moneycard to make payments online.

UNTIL WHEN CAN YOU USE THE MONEYCARD?

Your Moneycard's expiry date is listed on the card. You can also view this information on www.moneycardservices.com/consumer.

If your Moneycard has expired and there is balance remaining in your account, please contact the Moneycard issuer to find out what procedures to follow. You may be charged an administrative fee for this service, so be sure to withdraw or spend your money as much as possible using ATMs or point-of-sale terminals before the expiry date.

ACCOUNT BALANCE INFORMATION/ TRANSACTION DETAILS

You can check your balance and view the transactions completed using your Moneycard in the last six months on www.moneycardservices.com/consumer. Alternatively, you can also phone 088 7226 555 (local rate) to check your balance and receive details on the last five transactions.

Text

You can also use your mobile phone's texting function to check your current account and/or receive notifications when your Moneycard has been topped up. You can activate these services by logging in to www.moneycardservices.com/consumer. Simply enter your mobile number and check the boxes to select the (SMS) text messaging services you require.



If you have activated the (SMS) text messaging service for checking your current balance, simply text 'BAL' followed by the last 4 digits of your card number (for example, BAL1234) to 06 4063 4921.

You will be charged a fee to receive information by text, as detailed on the issue form you signed when you received the Moneycard.

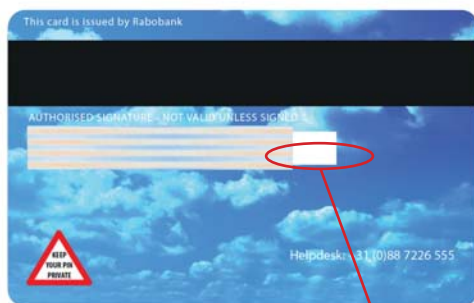
Login on www.moneycardservices.com/consumer

If you're logging in for the first time, select the option 'First log-in'. Enter your 16-digit card number, date of birth and CV2 code (this code is listed on the back of your Moneycard, next to the signature stripe. You can then choose your username and password and use these details to login again.

WHAT DETAILS SHOULD YOU HAVE HANDY AT ALL TIMES?

In order for us to be able to assist you at any time, you must keep the following information at hand in any communication with us:

1. the 16-digit card number:
2. your access code:
DO NOT WRITE DOWN – STRICTLY CONFIDENTIAL
3. the 3-digit CVV2 code:
4. name and address of your Moneycard issuer:
.....
5. Webportal username and password:
DO NOT WRITE DOWN – STRICTLY CONFIDENTIAL



CW2code

General information

WHAT TO DO IF YOUR CARD IS LOST, STOLEN OR DAMAGED?

In the event of loss, theft or damage, your Moneycard must be blocked immediately.

Go to www.moneycardservices.com/consumer and block your Moneycard. Alternatively please phone, 088 7226 555 (local rate) and follow the instructions. You will be connected to one of our agents, who will be able to block your card. If you are outside the Netherlands, please call +31 88 72 26 555.

Depending on the type of card you use, the agent will tell you whether:

- to collect your new card from your Moneycard issuer (after five working days) or to contact your Moneycard issuer to provide you with a new card (if applicable). You must first activate the Moneycard yourself – see 'Activate your Moneycard'.
- the balance on your blocked Moneycard is automatically transferred to your new Moneycard, or you must contact your Moneycard issuer to arrange this for you.

QUESTIONS?

If you have any questions, please phone 088 7226 555 (local rate).

Our Moneycard Servicedesk is available day and night. If you would like to speak to an agent, our opening hours are:

- Monday-Friday from 9 a.m. to 10 p.m.
- Saturday from 10 a.m. to 10 p.m.
- Sunday from 11 a.m. to 8 p.m.



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