



**True Link**

## **Congratulations on receiving your Visa® Prepaid Card\*!**

Your True Link Card is a prepaid Visa Card that is set up for you by your fiduciary and can be used for your personal spending needs. It's accepted everywhere Visa debit cards are accepted.

Your fiduciary has used the True Link System to customize your card to work at specific approved merchants and types of stores. If you have questions about where your True Link Card can be used, check with your fiduciary or follow the instructions below to log in to your True Link account online and see your Card settings.



True Link Protection Visa Prepaid Card

## **To start using your card**

If your True Link Card has not been activated for you by your fiduciary, you may activate it by calling the number on the back of your Card. When you call to activate, we'll ask you to key in your date of birth and Social Security number (SSN). Once activated, reach out to your fiduciary to determine when funds will be added so you can begin making purchases.

## **Check the balance on your card by phone or online**

You can check the balance on your True Link Card at **no cost** using any of the following methods, 24 hours a day, 7 days a week:



**PHONE CALL:** You can check your balance anytime using True Link's phone system. Simply call **1-800-299-7646**. You can also use this system to review recent transactions or hear when you can expect more funds on your card.



**TEXT MESSAGE:** As long as True Link has your mobile number on file, you can check your balance by sending a text message from your phone.

Text the word **BALANCE** to the number on the back of your True Link Card, **1-800-299-7646**. **(Standard text message rates, fees, and charges may apply.)**



**ONLINE:** You can view your card balance, recent transactions, spending rules, and more at [www.truelinkfinancial.com](http://www.truelinkfinancial.com).

1. Visit [www.truelinkfinancial.com](http://www.truelinkfinancial.com)
2. Click "LOG IN" at the top right part of the page.
3. Under the "I use a True Link Card" heading, enter the last four digits of your Card number and click "Continue."
4. Enter the last four digits of your Social Security number and your date of birth, and you'll be logged in!

\*This card is issued by Sunrise Banks N.A., St. Paul, MN 55103, Member FDIC, pursuant to a license from Visa U.S.A. Inc. This card can be used everywhere Visa debit cards are accepted. Use of this card constitutes acceptance of the terms and conditions stated in the Cardholder Agreement.

### **Using True Link's phone system to manage your card**

In addition to checking your card balance, you can use True Link's automated phone system to set a PIN on your card or request additional information, such as the date you can expect your next deposit or a list of recent transactions.

### **What to do if your card is lost or stolen**

If your True Link Card has been lost or stolen, it is important to let us know as soon as possible. You can do this by calling 1-800-299-7646. When the automated phone system lists the option report a card as lost or stolen, press 5. This will let True Link and your fiduciary know that your card has been lost or stolen and also protect the funds on your current card. Your fiduciary will then work with True Link to order a replacement card for you.

### **Using your card in a store**

Your True Link Card works by swiping the magnetic strip; it does not have a chip. A merchant may ask you for a PIN when completing your purchase. If you do not have a PIN or cannot remember your PIN, select "Credit" on the payment terminal or let the merchant know that you want to run the card as "Credit" so they can assist you.

### **Questions about your card?**

If you have questions about the way your card has been set up for you or if you have been declined when trying to make a purchase and aren't sure why, please contact your fiduciary. They will be able to review your True Link system card settings with you and address any concerns.

You can also call True Link's Customer Support team at 1-800-299-7646 and request to speak to a representative. Live representatives are available by phone **Monday through Friday, between 7 am and 5 pm Pacific Time**. True Link also responds to voicemails left at **1-800-299-7646** and emails sent to [support@truelinkfinancial.com](mailto:support@truelinkfinancial.com) 365 days a year.