

# Frequently Asked Questions



For answers to most questions about the ALINE Card by ADP® and details or transactions made with the ALINE card, please visit the Cardholder Support Website at [mycard.adp.com](http://mycard.adp.com), use the ADP Mobile App, or contact Cardholder Services by calling 877-237-4321. Fee may apply.

## IS MY ALINE CARD READY TO USE WHEN I RECEIVE IT?

For your protection you will need to go to [mycard.adp.com](http://mycard.adp.com), or call 877-ADP-4321 [877-237-4321] to activate your personalized card.

## HOW DO I ACTIVATE MY NEW CARD?

Call 877-ADP-4321 [877-237-4321] to activate your new card, or visit [mycard.adp.com](http://mycard.adp.com).

## WHEN WILL I SEE MY PAY LOADED ONTO MY NEW ALINE CARD?

To validate that your pay has been added to your new card, visit the Cardholder Support Website at [mycard.adp.com](http://mycard.adp.com) and log into your account, the ADP Mobile App, or call 877-237-4321. If you find that your pay has not yet been added to your new card, contact your employer.

## IS THE ALINE CARD A CREDIT CARD?

The ALINE Card is a Visa prepaid card—not a credit card. Each pay period your employer automatically loads your pay onto the card. Each time you use the card, the purchase amount is deducted from the amount of money available on the card.

## WILL I RECEIVE A MONTHLY STATEMENT?

Yes. Your statements are available online through the Cardholder Support Website at [mycard.adp.com](http://mycard.adp.com). If you do not have online access, you may contact Cardholder Services to request your transaction history at no charge.

## HOW CAN I CHECK MY BALANCE TO KNOW EXACTLY HOW MUCH MONEY IS ON MY CARD?

You can check your current balance anytime by accessing the Cardholder Support Website at [mycard.adp.com](http://mycard.adp.com). You can also sign up to receive free daily text and/or email alerts for various reasons, including daily balance. You can also check your balance by calling Cardholder Services at 877-237-4321 or at an ATM.\*

## CAN I USE MY CARD TO PAY FOR AUTOMATIC MONTHLY PAYMENTS (E.G., GYM MEMBERSHIPS, CABLE TV, CELL PHONE BILL, ETC.)?

Yes, however, it's your responsibility to make sure you have enough funds available on your card each time the recurring transaction is due. These merchants may suspend or cancel

your service if you do not have enough money left on your card when the attempt to charge the monthly payment. This could be risky if recurring charge is for an essential service.

## CAN I WITHDRAW MONEY FROM AN ATM?

Yes. You will select a 4-digit PIN (Personal Identification Number) when you activate your card. Please note: ATM fees may apply, please see your Cardholder Fee Schedule for more information.

## WHAT SHOULD I DO IF I FORGET MY PIN?

If you forget your PIN, or would like to change it—you can do so by accessing the Cardholder Support Website at [mycard.adp.com](http://mycard.adp.com), or by calling 877-237-4321.

## WHERE CAN I USE MY ALINE CARD?

You can use your ALINE Card at any merchant that welcomes Visa prepaid cards. Just give your ALINE Card to a cashier, waiter, or attendant, and then sign or use your PIN for your purchase. If you want to get cash back, use your PIN to make a PIN-based purchase at stores that offer this service, like grocery and convenience stores. Or use your PIN at participating ATMs. You can also use the card to make purchases online, on the telephone, and by mail order.

## CAN I SPEND MORE MONEY THAN I HAVE ON THE CARD?

There is no line of credit associated with your card. It is possible however, due to the way transactions are processed, that a merchant will accept your card even though you didn't have enough money on it. You are still responsible for this payment. Please refer to the Terms and Conditions document that you received with your card.

## ARE THERE ANY OVERDRAFT PENALTY FEES?

There are no overdraft penalty fees. You are however, responsible for any negative balance that may occur as the result of an authorized transaction that settles for an amount greater than the amount authorized causing a negative card balance. Please refer to the Terms and Conditions you received with your card.

## WHAT SHOULD I DO IF MY CARD IS LOST, STOLEN, OR DAMAGED?

### ALINE Card Select (black)?

Immediately report a lost or stolen card to Cardholder Services at 877-237-4321. Once your card is deactivated, funds will be transferred to your new ALINE Card and your card will be mailed to you. A fee for a replacement card may apply, please see your Cardholder Fee Schedule.

### ALINE Card Access (red)?

If you have yet to receive your permanent ALINE Card Select (black) you can immediately report a lost or stolen card to Cardholder Services by calling 877-237-4321. Once we deactivate your card, we will transfer the funds to a new ALINE Card and mail you your new permanent card. A fee for a replacement card may apply, please see your Cardholder Fee Schedule.

### CAN I PAY BILLS WITH MY CARD?

Yes. You can pay bills online at [mycard.adp.com](http://mycard.adp.com). You can also pay bills in person where Visa prepaid cards are accepted.

### CAN I TRANSFER MONEY FROM MY CARD TO MY BANK ACCOUNT?

You must first establish your US bank account via the cardholder website at [mycard.adp.com](http://mycard.adp.com) which could take up to one week to establish. Once your account has been established, you may access the VRU (Voice Response Unit) via toll free number 877-237-4321 or cardholder website [mycard.adp.com](http://mycard.adp.com) to transfer funds from your ALINE Card to your established US bank account. Allow up to 72 hours for the transfer to complete.

### CAN I REQUEST ANOTHER CARD FOR A SPOUSE OR TRUSTED FAMILY MEMBER?

Yes. Access the Cardholder Support Website at [mycard.adp.com](http://mycard.adp.com), or call Cardholder Services at 877-237-4321 to obtain information regarding adding a secondary card enrollment. You and the Secondary Cardholder share the same pool of funds. Each person has full and immediate access to the joint balance on the card.

### I HAVE AN ODD AMOUNT REMAINING ON MY CARD, HOW CAN I GET THIS MONEY?

Where a merchant that accepts Visa prepaid card allows, you can make a purchase for the odd amount remaining and pay the difference in cash or make a purchase for less than the odd amount and get cash back for the rest. You can also go to a Visa member bank to make an over-the-counter withdrawal with the teller.

### WHAT IS THE CONTACT NUMBER FOR CUSTOMER SERVICE?

For customer service regarding your new ALINE Card, please call 877-237-4321. This number is also printed on the back of your card.

\*Nominal fees may apply.

\*\*If your ALINE Card is lost or stolen, you have the security of knowing your funds are protected from unauthorized purchases. Visa's Zero Liability Policy provides protection from unauthorized purchases. U.S. issued only. Visa's Zero Liability Policy does not apply to commercial card or ATM transactions, or to PIN transactions not processed by Visa.

\*\*\*ABA&DD numbers are assigned to each ALINE Card to facilitate the loading of funds. Your card is not associated with a bank account. ALINE cards are made available through ADP. The ADP logo is a registered trademark of ADP, Inc. ALINE Card by ADP is a registered service mark of ADP, Inc. ALINE Check by ADP is a registered service mark of ADP, Inc. All other trademarks and service marks are the property of their respective owners. Visa is a registered trademark of Visa U.S.A. Inc.