

ReliaCard®



Plano Housing Authority issues Utility Reimbursement Payments (URPs) through a Visa Prepaid debit card called the U.S. Bank ReliaCard. Payments will be deposited to the card no later than the 5th of the month.

What is the ReliaCard?

The ReliaCard is a reloadable, prepaid debit card issued by U.S. Bank. It provides an electronic option for receiving your payments. It is not a credit card, but works similarly to other debit cards.

How does the ReliaCard work?

Once funds are added to the card account, it can be used to make purchases, pay bills, and make online, phone or mail-order purchases. You can also get cash back with purchases at participating merchants or withdraw cash at ATMs, banks or credit unions. The amounts of purchases, bill payments or cash withdrawals are automatically deducted from the available balance on the card.

How do I check my balance?



Online – View account online at www.usbankreliacard.com



Text/Email – Sign up to receive free email or text alerts when funds have been deposited to your account or when your balance gets low³



Mobile Banking App – Search for “U.S. Bank ReliaCard” in the App Store or Google Play⁴



Phone – Call Cardholder Services at **855-282-6161**



ATM – Perform a balance inquiry at an ATM⁵

GETTING THE CARD

When the card is sent in the mail, what does the envelope look like?

For security reasons, your card comes in a plain white windowed envelope.

What information or instructions come with the card?

The card comes with:

- Instructions on how to activate the card and the fee schedule
- The cardholder agreement, which discloses terms and conditions
- A usage guide detailing where and how the card can be used
- The U.S. Bank Privacy Pledge

What do I do after I receive the card?

You must call Cardholder Services at **855-282-6161** or visit www.usbankreliacard.com to activate the card and choose your Personal Identification Number (PIN). You cannot use the card until it has been activated. Be sure to sign your name on the back of your card in ink. Your card is not valid unless it's signed. In addition to your signature, you may choose to write "See ID" on the back of the card. This may help remind store clerks to check your ID so no one uses your card fraudulently. Note: ReliaCard Cardholder Services accepts relay calls.

Do I receive a new card every time a payment is made?

No. Future payments will be deposited automatically onto the initial card. You will receive payment on your ReliaCard after your enrollment is processed. You will be notified when this process is complete and you can expect your payment.

USING THE CARD

How do I make a purchase with my card?

The card works much like other prepaid or debit cards. You can use it online, over the phone, at grocery stores, retail stores, restaurants, medical offices, etc. It is important to know your account balance before making purchases.

When making a purchase, on the authorization machine, which selection (credit or debit) do I choose?

Select "**Credit**" or "**Debit**" to make a purchase. Select "**Debit**" to get 'cash back' with your purchase. (You will have to enter your PIN.)



How can I get cash with my card?

- Cash Back With Purchases—at participating merchants such as grocery or convenience stores
- ATM Withdrawal⁵—at any ATM
- Teller Withdrawal⁵—at any bank or credit union



How do I withdraw cash at an ATM?

- Insert or swipe your card and enter your 4-digit PIN
- Select "**Withdrawal from Checking**"
- Enter the amount to be withdrawn



How do I get cash back with a purchase?

- When the authorization machine asks for credit or debit, select "**Debit**"
- Enter the 4-digit PIN
- Select "**Yes**" for cash back
- Enter the amount, press "**OK**"

USING THE CARD

How do I get cash at a bank or credit union teller?

You must know your available balance (the teller will not have access to this information) and ask for a cash withdrawal in the amount you wish to withdraw. **Note:** you may need to provide your driver's license to verify your identity.

Do I have to go to a U.S. Bank ATM or U.S. Bank branch to get cash?

No. You can get cash back with purchases at merchants throughout the United States such as grocery and convenience stores. Cash can also be obtained from any ATM or over the counter at any Visa bank or credit union. To find the ATM nearest you, visit www.usbank.com/locate or www.moneypass.com.

Do I need to know my PIN to use the card?

Yes & No. The card can be used to make signature-based purchases without a PIN. However, a PIN must be used for PIN-based purchases and for cash withdrawals at ATMs. You must choose your own PIN by calling Cardholder Services at **855-282-6161** or visiting www.usbankreliacard.com after you receive your card. For security reasons it is important that you pick a PIN that only you would know, and not share the PIN or the card with anyone.

What should I do if I forget my PIN?

You must contact Cardholder Services at **855-282-6161** or visit www.usbankreliacard.com to reset your PIN.

Can I still get cash if I forget my PIN?

Yes. You can go to any Visa bank or credit union and ask the teller for a cash withdrawal.



How can I be notified when funds are deposited to my card³?

You have the option of signing up for optional text or email alerts when money is added or when your card balance gets low at www.usbankreliacard.com. You can also use our two-way text alert feature by texting a short code to receive the following updates:

Alert Type	Instructions
Balance Alert	Text BAL to 90831
Recent Transactions	Text TRANS to 90831
Customer Service Number	Text HELP to 90831



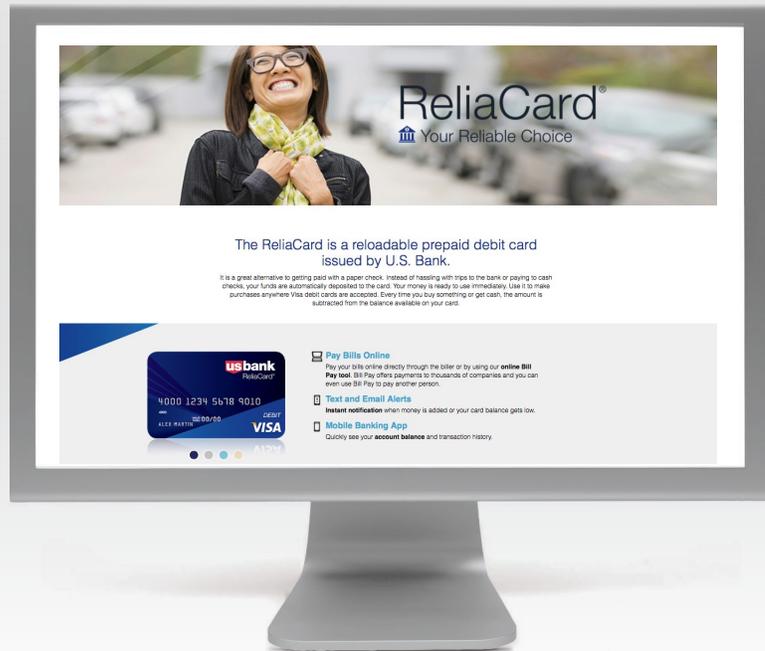
Can I manage my account with my smart phone⁴?

Yes. You can use the ReliaCard Mobile Banking app to check your account balance, enroll in and manage text alerts, view your most recent transactions or search for the nearest in-network ATM location. Search for "U.S. Bank ReliaCard" in the App Store or Google Play.

USING THE CARD

Can I pay bills with my card?

Yes. You can visit your billers' websites and provide your 16-digit card number and expiration date or log on to www.usbankreliacard.com and use the online bill pay tool.



LIMITS

Can I make a purchase for more than the amount on my card?

If you need to make a purchase for more than the amount you have on your card, you will need to use two forms of payment. Tell the cashier how much you want taken from the balance on your card – the cashier cannot determine your available balance. Then, pay the remaining balance with cash, check, credit card or check card.



Can I use my ReliaCard at the gas pump?

Yes. However, if you use your card to pay at the pump, a maximum hold of \$75 will be placed on your account to initiate your transaction. This amount will be held until the actual transaction amount clears. If you do not want funds held while waiting for the transaction to clear, please pay the cashier inside for your gasoline purchase. Payments made inside clear for the actual transaction amount immediately.



Can the ReliaCard be overdrawn?

Usually a purchase that exceeds the available balance will not be approved. In very limited circumstances, if you do not have sufficient funds when the final amount clears, it may result in a negative balance; however you will not be charged an overdraft fee. You can check your balance online, using the ReliaCard Mobile App or by calling Cardholder Services 24/7.

Can anyone else view or track my transactions?

No. For privacy reasons, U.S. Bank does not share card account numbers or transaction details. However, for reconciliation purposes, the housing authority does have access to the amount and date of each deposit.

How do I obtain information about fees for my ReliaCard?

Fees are located on the Fee Schedule sent to you with your card. You may view your fee schedule online at www.usbankreliacard.com. You may also call Cardholder Services at **855-282-6161** to request fee information.

CUSTOMER SERVICE

Can I view my account online?

Yes, at www.usbankreliacard.com. The following functions can be performed online:

- PIN Change
- Balance inquiry
- View card transactions
- View previous statements
- Set up alerts
- Pay bills

How do I view my monthly statement?

Monthly statements can be viewed online 24/7 at www.usbankreliacard.com.

What should I do if I change addresses?

Contact Cardholder Services at **855-282-6161** to report an address change.

Who do I contact if I have questions about my card?

For questions about your deposit, such as when you will receive the next deposit to the card, or the amount of a deposit to the card, contact the housing authority. For all other questions about the card, you may log into your account at www.usbankreliacard.com or contact Cardholder Services 24 hours a day, toll-free at **855-282-6161**.

What happens if my card gets lost or stolen?

You must immediately call Cardholder Services at **855-282-6161** to report your card lost/stolen and have a replacement card sent to you within 7-10 business days. You may not be responsible for any fraudulent activity that occurs on your card provided that you report the card missing in a timely manner, and have not shared your card or PIN number with anyone².

Can I contact a retail U.S. Bank location or my local bank for customer service on my ReliaCard account?

No. You must direct all ReliaCard questions to Cardholder Services at **855-282-6161**, or utilize the website, www.usbankreliacard.com, for inquiries.

What services does the ReliaCard 24-hour Cardholder Services Line provide?

The following can be done through customer service:

- Activate the card
- Choose/change PIN
- Balance inquiry
- Enroll in text alerts
- Review recent transaction history
- Report card lost or stolen and have it reissued
- Speak to a live customer service representative if additional assistance is needed

Note: ReliaCard Cardholder Services accepts relay calls

¹Successful identity verification required. To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. If necessary, we may also ask to see your driver's license or other identifying documents.

²The Visa Zero Liability Policy protects you against unauthorized purchases. U.S.-issued cards only. This does not apply to ATM transactions or to PIN transactions not processed by Visa. You must immediately report any unauthorized use.

³Standard messaging charges apply through your mobile carrier and message frequency depends on account settings.

⁴The U.S. Bank ReliaCard Mobile App is free to download. Your mobile carrier may charge access fees depending upon your individual plan. Web access is needed to use Mobile App. Check with your carrier for specific fees and charges.

⁵Some fees may apply. See card packet for full list of fees.

