



LASCO GOLD VISA PREPAID CARD

FREQUENTLY ASKED QUESTIONS

1. How do I sign up?

There are two options for signing up for LASCO GOLD Visa Prepaid Card.

- A.** At any LASCO Money Store or Agent Locations
- B.** By downloading the LASCO GOLD Mobile App from Google Play on your mobile devices. Register an account on the app and then request a LASCO GOLD Visa Prepaid Card through the app. Follow the instructions.

2. How do I activate my LASCO GOLD Visa Prepaid Card?

You can activate your card by using the LASCO GOLD Mobile App, at the Money Stores or Agent Locations. You will be asked to provide your card number, mobile number, access code and security code for activation.

3. Can I activate my LASCO GOLD Visa Prepaid Card by calling in?

Yes, you will be directed to our customer service representative to assist you.

4. Will I get a new PIN with my Prepaid Card?

No, all cards will be issued with the default PIN; **your default PIN is the last four digits of the mobile number you used when you signed for the card.** You will be required to reset your LASCO GOLD Visa Prepaid Card PIN while activating your card in-branch or online (Mobile App).

5. Where can I use my LASCO GOLD Visa Prepaid Card

You may use this card anywhere VISA cards are accepted, both locally, overseas, and online.

- **Online** – You can use your card with any online merchant which accepts VISA, globally. Simply enter your card details (including card number, expiry date and CVV).
- **Merchants** – Tap, swipe or insert your card at any point-of-sale machine that accepts VISA to make purchases or payments locally and overseas.
- **LASCO Money Stores** – Visit any LASCO Money Store and provide a valid ID, TRN and your card to complete your transaction.
- **ATMs** – You can withdraw cash at any ATM that displays the VISA logo (*maximum limit*)
- **LASCO GOLD Mobile App** – You can use your app to make transfer to another LASCO GOLD Visa Cardholder’s account.
- **Remittance** – You can receive money transfers direct to your LASCO GOLD Visa Prepaid Card

6. How do I check my balance on my account?

You can login to your LASCO GOLD Mobile App using your card number and PIN. Your account balance will then appear on your home page.

7. How do I pay bills using the LASCO GOLD Mobile App?

You can use your card to make payments online or in- branch to your bill company.

8. How to reset my password on LASCO GOLD Mobile app?

Click on the mobile app and at the bottom of the login page click “Forgot your password?” Then follow the instructions which come next.

9. Are there any limits on the use of my LASCO GOLD Visa Prepaid Card?

Your LASCO GOLD Visa Prepaid Card allows you to use up to the "Daily Purchase Limit" and "Daily ATM Limit" once you have sufficient funds in your account (*terms and conditions apply*).

10. Will I be charged extra for using my LASCO GOLD Visa Prepaid Card overseas?

Overseas Point of Sale (POS) transactions and ATM cash withdrawals will attract international fees, which will be detailed separately on your statement.

11. What happens if I enter my PIN incorrectly at merchant terminals or ATMs?

Three wrong PIN attempts will lock your PIN and your card will be temporarily unusable. For assistance call LASCO Financial Services Ltd at 888-LAS-CARD (527-2273).

12. My card keeps declining with the “insufficient funds” error

You may not have any funds on your account. Check your available balance via the LASCO GOLD Mobile App.

13. What happens if my card is lost, stolen, or misused?

If you discover that your card has been lost, stolen, or misused please call LASCO Financial Services Ltd immediately at 888-LAS-CARD (527-2273) or you can use the blocking feature on your mobile app to shut down the card

14. For more information visit <https://www.lascogold.com>



Everyday Financial Value