



# LASCO GOLD VISA PREPAID CARD

## FREQUENTLY ASKED QUESTIONS

### 1. How do I sign up for a LASCO GOLD card?

You can sign up for a card using any of the below methods:

#### A. LASCO Money Agent:

Visit any of our 70+ participating agent locations island-wide. (Valid ID & TRN required). [Find a location.](#)

#### B. Web App:

Visit [lascogold.com](http://lascogold.com) to sign up. Valid ID, TRN, and Proof of address is required. (Android and Apple iOS devices).

#### C. Mobile App:

Download the LASCO GOLD app, and follow the steps to register. (Android devices ONLY).

### 2a. How do I activate my LASCO GOLD Visa Prepaid Card on my Mobile?

**Step 1:** Download and install the mobile app from the Google Play Store

**Step 2:** Select “Activate”

**Step 3:** Enter your card number and select the appropriate images, then select “Next”.

**Step 4:** If your card was already activated in branch, move on to “Instructions to create User Login”

**Step 5:** Enter your last 4 digits of the phone number used for your card application.

**Step 6:** Enter your access code (default pin)

**Step 7:** Enter your security code (cvv2 at the back of the card)

**Step 8:** Validate selecting the appropriate images, then select “Next”

**Step 9:** Card should be fully activated.

**Note:** On activation, change your default pin (Last 4 digits of the mobile number used to sign up). You may call our Customer Care centre at 876-906-7473 for assistance.

## 2b. How do I activate my LASCO GOLD Visa Prepaid Card on the Web?

**Step 1:** Visit [lascogold.com](http://lascogold.com)

**Step 2:** Select “Activate”

**Step 3:** Enter your card number and tick the checkbox below and select “Next”

**Step 4:** Enter your last 4 digits of the phone number used for your card application

**Step 5:** Enter your access code (Last 4 digits of card number)

**Step 6:** Enter your security code using the onscreen keypad (cvv2 at the back of the card)

**Step 7:** Your card has been activated successfully.

**Note:** On activation, change your default pin (Last 4 digits of the mobile number used to sign up). You may call our Customer Care centre at 876-906-7473 for assistance.

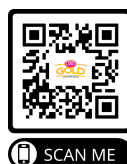
## 4. Will I get a new PIN with my Prepaid Card?

All cards are issued with a default PIN (last four digits of the mobile number used when signing up for the card). You will be required to reset your LASCO GOLD Visa Prepaid Card PIN while activating your card in-branch or online (Web or Mobile App).

## 5a. How can I load my LASCO GOLD Visa Prepaid Card?

You can load your card using any of the below methods:

- **Online:** Visit [lascogold.com](http://lascogold.com) (Steps outlined below)
- **LASCO Money Agent:** Visit any of our 70+ participating agent locations with the cash and it will be added to the card.
- **Card-to-card Transfer:** Receive funds from other LASCO GOLD Visa Prepaid cardholders.
- **Direct-to-card:** Receive remittance direct to your LASCO GOLD Visa Prepaid card anytime of day, 24/7 when loved ones send online using a Visa Online Partners: **MoneyGram, Boss Money, Remitly and more!**
- **Bank Transfer:** Send an online transfer to LFSL, and we will load the funds to the card. Get more details below:



## 5a. How can I load my LASCO GOLD Visa Prepaid Card?

**Step 1:** Visit [lascogold.com](http://lascogold.com)

**Step 2:** Select “Load Card”

**Step 3:** Choose your load amount and select “Buy Now”.

**Step 4:** Enter the last 4 digits of the card number to be topped up, the cardholder’s name and payer’s phone number.

**Step 5:** Select: “Add to Bag” then “Go to Checkout”.

**Step 6:** Enter your email address and select the check-boxes.

**Step 7:** Select “Checkout”

**Step 8:** Card load has been completed.

## 6. How can I use my LASCO GOLD Visa Prepaid Card?

You can use your card anywhere VISA is accepted, both locally, overseas, and online.

- **Remittances:** Receive remittances direct to your card using any approved VISA Online partner: MoneyGram, Boss Money, Remilty and others.
- **Transfer Funds:** Make transfers anytime, anywhere to other LASCO GOLD Visa cardholders.
- **Add Funds:** Load your card at participating LASCO Money agent locations island-wide or on the go with a transfer from your bank account.
- **In-store:** Use your card for point-of-sale transactions wherever Visa is accepted globally. You can shop at the supermarket, gas station, restaurant, pay for airport baggage and more, even overseas!
- **Online:** Use your card to shop online, pay utility bills, school fees, online subscriptions such as Amazon Prime, Nelflix, Spotify, Disney Plus and more!
- **For Businesses:** Pay stipends to staff including lunch, gas, travel allowances, Christmas bonus, gift cards and more.

## 7. How do I check my account balance?

You can check your balance by logging in to your LASCO GOLD Web or Mobile App. Your account balance will then appear on your home page.

## 8. How do I reset my password?

Upon logging into the Web or Mobile App, click “Forgot your password?” at the bottom of the page, then follow the instructions to reset your password.

## 9. Are there any limitations to using 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 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. Will my card be blocked if I enter my PIN incorrectly?

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. Why does my card keep declining with “insufficient funds” error messages?

You may not have enough funds in your account. Check your available balance via the LASCO GOLD Web or Mobile App and top up your card using any of the methods mentioned [HERE](#).

### 13. Is there anything in place to protect my LASCO GOLD Visa Prepaid card from unauthorized use?

With the safety and security of Visa Technology, your LASCO GOLD card is protected by Visa's 3D Security protocol. This feature adds an additional level of payment protection to an online transaction. In order to complete an online purchase, the cardholder is asked to provide proof of identity by entering a unique password, an SMS code or a temporary PIN.

### 14. What happens if my LASCO GOLD Visa Prepaid card is misused, lost, or stolen?

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 Web or Mobile app to shut down the card.

### 15. Where can I get more information about the LASCO GOLD Visa Prepaid card?

For more information, please visit: [lascogold.com](http://lascogold.com)

**IT'S SAFE, CONVENIENT & EASY TO USE!  
GET A CARD TODAY!**



**Everyday Financial Value**