



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 to sign up and select your preferred pick-up location. valid ID, TRN, and Proof of address required. (Android and Apple iOS devices).

C. Mobile App:

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

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

You can activate your card by using the LASCO GOLD Web or Mobile App, or by visiting any of our 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 a customer service representative to assist you.

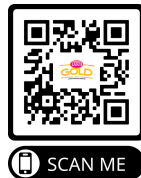
4. Will I get a new PIN with my Prepaid Card?

All cards are issued with a default PIN, which 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 (Web or Mobile App).

5. How can I top-up my LASCO GOLD Visa Prepaid Card?

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

- **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:



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, Remitly 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, Netflix, 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 using your card number and PIN. 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

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



Everyday Financial Value