

How to Activate Your Comdata® Prepaid MasterCard®

From a touch-tone phone, call the toll free number located on the back of your card (888.265.8228). You must complete all the steps below to activate your card. Stay on the phone until you hear, “Your card is activated.”

Materials Needed to Activate

You will need to have 2 different sets of numbers in mind before you call to activate your card:

- 1. Activation Code:** Your employer will provide you with your activation code. It may be either your date of birth, employee number, or generic activation code designated by your company. The system will prompt you for the specific information.
- 2. 4-Digit PIN:** 4 numbers of your choice (example: 4605) — you will use this number every time you use your card for debit or PIN transactions — this will be the most used of the three numbers.

Easy Steps to Activate

1. Dial 888.265.8228.
2. Press “1” for English or “2” for Spanish.
3. The system will now ask you to enter your 16-digit card number from the front of your card, when finished press the “#” key.
4. Enter your activation code that your company selected (this could be your birth date, employee number, or other employer-designated number).
5. The system will ask you to enter a 4-digit PIN number of your choice (example: 4605) — only you should know your PIN. DO NOT share this number with anyone else and DO NOT write the number on your card. You will need this PIN when using your card to make a PIN (Debit) purchase or ATM transaction.
6. The system will ask you to enter the expiration date, which is on the front of your card (example: 09/16).
7. The system will ask you for the 3-digit security code on the back of your card. It is to the right of the signature line.
8. The system will now tell you that your card is activated.

Congratulations!

You may hang up and begin using your Prepaid MasterCard®.



Comdata Customer Service

888.265.8228
www.cardholder.comdata.com

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“Activating my card was so quick that I still had time for all of the other things!”



Payroll & Workforce
Productivity
Prepaid Solutions

Stay Connected

You work hard for your money and shouldn't have to work hard to manage it. That's why Comdata offers three different ways to stay connected with your pay.

1 Cardholder Web

Monitor and manage your Comdata Payroll MasterCard account with ease by registering on our online self-service website, www.cardholder.comdata.com. Through this portal you can access account info, view your paystub and W2*, transfer money from your card to a bank account, and sign-up for additional benefits exclusively for Comdata payroll cardholders.

2 Comdata Prepaid Mobile App

Download the free Comdata Prepaid Mobile App from the iPhone® or Android® app stores and quickly manage your pay while on the go. Check your balance, view recent transactions, and locate surcharge-free ATMs right from your mobile device.

3 Text Message Alerts

Want instant confirmation of your transactions and balance? Sign up for text alerts to receive a text each time your card is used or loaded with funds. Each message will also include your current card balance.

You can sign up for these alerts when activating your card, OR by going to www.cardholder.comdata.com.

**For more information
please contact 888.265.8228**

*Only applicable to those companies that have selected to have this information available.
The trademarks, logos and names of other companies, products and services are the property of their respective owners. Your carrier's text and/or data rates may apply.



Manténgase Conectado

Usted trabaja fuerte para ganarse su dinero y no debería tener que trabajar fuerte para manejarlo. Es por eso que Comdata le ofrece tres maneras diferentes para mantenerse conectado con sus pagos.

1 **Página Web para Propietarios de Tarjetas**

Revise y maneje fácilmente su cuenta de nómina MasterCard® de Comdata al registrarse en línea en nuestra página web, www.cardholder.comdata.com. A través de esta página, usted podrá tener acceso a información sobre su cuenta, revisar su comprobante de pago y W2*, transferir dinero de su tarjeta a una cuenta de banco, y registrarse en beneficios adicionales y exclusivos para propietarios de tarjetas de Comdata.

2

Comdata Prepaid Mobile App (Aplicación Móvil)

Descargue la aplicación móvil gratuita de “Comdata Prepaid Mobile App” desde la tienda de aplicaciones de iPhone® o de Android® y maneje sus pagos de manera rápida y a su conveniencia. Verifique su balance, mire transacciones recientes, y busque los cajeros automáticos ATM libres de cargos desde su dispositivo móvil.

3

Alertas de Mensajes de Texto

¿Desea obtener confirmación instantánea de sus transacciones y su balance? Inscríbase para recibir alertas de mensajes de texto cada vez que use su tarjeta o cuando dinero sea colocado en su tarjeta. Recibirá el balance actual de su tarjeta con cada mensaje de texto.

Usted puede inscribirse para estas alertas al activar su tarjeta, o visitando www.cardholder.comdata.com.

Para más información por favor llame al 888.265.8228

*Aplica solamente a las compañías que han seleccionado tener esta información disponible. Las marcas registradas, logotipos y los nombres de otras compañías, productos o servicios son la propiedad de sus dueños respectivos. Su compañía de teléfono móvil podrá cobrar por textos y/o data.



How to Register on the Comdata Cardholder Website

www.cardholder.comdata.com

Manage Your Funds with the Click of a Mouse.

You work hard for your money, and shouldn't have to work hard to manage it too.

Comdata Cardholder Web Services is an online, self-service web site that allows you to easily monitor and manage your Comdata® Card account.

Follow these 3 Easy Steps to Get Started Today!

1. Registration

- Go to www.cardholder.comdata.com
- First time users must register and create a profile. Click on the “**Cardholders Register Here**” button on the left side of the page or the “**Are You a New User? Click here to register**” link below the “LOG IN” button to register as a new user.

2. Account Activation

- Enter your **Comdata® Card Number** from the front of your card.
- Enter your company provided **Activation Code** that you used when you activated your card.
- Click **Next**.

3. Account Profile

Enter:

- A **user name** of your choice (up to 16 letters and numbers and is not case sensitive)
- Email address
- Desired Password, re-enter password (Passwords are case sensitive and must be 8-20 characters in length with at least 1 letter and 1 number).
- Choose your **security question** by clicking on the down arrow on the right.
- Place the answer to your security question in the security answer field.
- Click **Submit**.

You are now registered on the Comdata Cardholder Website.

Once You Have Registered and Created a Profile, You Will Be Able to Access the Cardholder Website to:

- Enroll to receive Text Messaging Alerts of your balance and usage
- Check your account balance
- Print account statements
- Transfer money into your bank account
- Dispute a transaction

COMDATA®
Payment Innovation

Cardholders Register Here
CLICK HERE TO REGISTER

Welcome to Comdata's Cardholder Services Internet your Username and Password

Please enter your Username and Password
Username:
Password:
LOG IN

Are you a new user? Click here to register.

Account Activation

Please enter your card number and activation code to begin registration.

Card Number

Activation Code

NEXT

Account Profile

Please enter a login name and password to register.

User Name:
* Your User Name can be any combination of letters and numbers

E-mail Address:
*

Please select and enter your desired User Name and Password. Your Password must be at least 8 characters long and contain at least one letter and one number.

Desired Password: Re-enter Password:

Please select a security question and enter the appropriate answer. Choose a question that is easy for you to remember but not easily guessed.

Security Question:
* WHAT IS YOUR MOTHER'S MAIDEN NAME?

Security Answer:
*

SUBMIT

Comdata® Payroll MasterCard®

Helpful Hints

PLEASE NOTE

The automated system (IVR) will talk you through all the steps for activating your card and provide other information.

The pound key is [#] and the star key is [*]

Press [*] to return to the automated system previous menu

Press [9] to access the main automated system menu

Press [0] to speak with a Customer Service Representative

1. **ACTIVATE** your card before you use your card to avoid a fee. Call the number on the back of your card to activate, [1-888-265-8228](tel:1-888-265-8228).
2. **DO NOT CHECK YOUR BALANCE AT AN ATM**, go to www.cardholder.comdata.com, sign up for text message alerts or call [1-888-265-8228](tel:1-888-265-8228).
3. Your **Signature (credit) and PIN (debit) purchases are FREE**.
4. Register on www.cardholder.comdata.com for an account to: check your balance, view account activity, dispute transactions, print account statements, or sign up for text messaging.
5. Your **First transaction each pay period is FREE** of Comdata Fees.
6. You do not have to take all your money off your card. **Use your card like cash when you need it.** Banks with the MasterCard symbol will cash out your card for the full amount and this is free if it is your first transaction after you get paid.
7. Instead of using the ATM with higher fees, **you can select cash back when making a PIN (debit) purchase** at a store.
8. To avoid additional fees, always use an Allpoint or Regions Bank ATM.
(www.allpointnetwork.com) (www.regions.com).
You may call Customer Service [1-888-265-8228](tel:1-888-265-8228) to locate an ATM near you.
9. Always use the **“Checking”** option when using the ATM machine to withdraw cash.
10. It is recommended to go inside and pre-pay for gas. Some pay at the pump fuel locations have high authorization limits and will place a hold on funds. If the authorization hold amount is higher than the card balance it will result in a decline.
11. If your transaction is declined, you will be charged a fee. Do not continue to swipe the card. Each time you will receive a decline fee and these add up quickly. Call Customer Service for assistance, [1-888-265-8228](tel:1-888-265-8228).
12. If you incorrectly enter your PIN three times, the card will be blocked. Contact Customer Service to have your card unblocked, [1-888-265-8228](tel:1-888-265-8228).

