



**SIMPLE. SMART.
SECURE.**

How to Activate your rapid! PayCard

You can activate your new rapid!
PayCard with any of these options:

- Call Cardholder Services - 877.380.0980
- Download our app - rapid!Access¹
- Log on to the cardholder website - www.rapidfs.com⁴

rapid! Customer Support
1.877.380.0980

What is the rapid! PayCard® Mastercard Card?

A Prepaid debit card that has a variety of uses! Your pay will be deposited to your card account which functions as a virtual bank account.

- No more standing in line to cash your check
- No more check-cashing fees
- No more waiting for your check to arrive
- No more lost checks

What can I do with my rapid! PayCard?

- Make purchases as Debit or Credit (including cash back, where available)
- Withdrawal cash at Allpoint® and MoneyPass® ATMs²
- Load Cash at GreenDot or Western Union
- Transfer funds to a traditional bank account or a rapid! PayCard
- Load Pay from multiple sources via direct deposit³
- Pay your bills⁴ via the cardholder website at no charge
- Set up and take advantage of an Interest-Bearing Savings Account
- Order Companion Cards for Friends and Family at no charge
- Receive Cash Back with the Cash Back Rewards Program
- Withdrawal Cash Over-the-counter at banks displaying the Mastercard Acceptance Mark (logo)

Accessing Your Card Account

On the app - rapid!Access¹

- Locate an ATM and get driving directions to selected ATMs
- View current balance now with running balance displayed
- Self Service options to update your password, PIN and personal information
- View transactions details
- Transfer funds

Online - www.rapidfs.com¹

- View your card account balance and activity
- View your monthly statement and card account history
- Update or change your PIN, address and other information
- Read more about the types of transactions you can make and get helpful tips

By Phone - 877.380.0980

Call 877.380.0980 toll-free and use the automated system for quick access or to speak to a Customer Service Representative

¹ While rapid! PayCard does not charge for this feature and service, standard text messaging, data and cellular rates may apply. Please check with your cell phone carrier and inquire about fees your carrier may associate with these services.

² Cardholder has surcharge free access to these networks.

³ ACH Direct Deposit (tax refund, other jobs, Government benefits)

⁴ This optional offer is not a MetaBank® product or service nor does MetaBank endorse this offer.

Custom and Personalized Cards

Custom Cards

- The custom card program gives the cardholder the ability to create a “custom card” for no charge. The cardholder can do this by uploading a personal image or selecting an image from a pre-approved gallery on the cardholder website
- To order, log on to rapidfs.com and then click on the My Card Features tab
- Select Design your card
- Follow the steps on the website

Keep in mind your current card will continue working until the custom card arrives in the mail

Personalized Cards

- All cardholders have the option to request a free upgrade to a personalized card that has their name embossed on the front
- To order the personalized card, please call into customer service. This number is located on the back of your card.
- Speak with a live rep and simply explain you would like to order a personalized card to be sent to your mailing address on file.

- There will be no charge and the card will arrive in about 7-10 days.

Keep in mind your current card will continue working until the custom card arrives in the mail

Lost and Stolen card process

Step One

- Employee calls in to customer service
- They hold for 30-40 seconds and do not press any buttons
- A live rep comes on the line and they let the rep know that they are making a paycard INACTIVE due to lost or stolen. They also let them know they will be a replacement card from their employer

Step Two

- Employee lets their supervisor know that they have lost the paycard
- The supervisor submits a Fresh Service Ticket with the new card information
- Once complete, corporate will send back a screen shot of confirmation that the new card is linked and funds are available



**GETTING PAID JUST
GOT BETTER**

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The rapid! PayCard® Mastercard® is issued by MetaBank®, Member FDIC, pursuant to license by Mastercard International Incorporated. Prepaid card can be used wherever Debit Mastercard is accepted. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

The Savings Account is established by MetaBank, Member FDIC.

Important Information for opening a Card account: To help the federal government fight the funding of terrorism and money laundering activities, the USA PATRIOT Act requires all financial institutions and their third parties to obtain, verify, and record information that identifies each person who opens a Card account. What this means for you: When you open a Card account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

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