



HCV VISA PREPAID CARD FREQUENTLY ASKED QUESTIONS (FAQs)

Q: Where can the prepaid US Bank ReliaCard® be used?

A: The prepaid card can be used at all participating utility companies and convenient stores. The following purchases *are* restricted:

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| a) Internet gambling | d) Pay at the pump |
| b) Gambling purchases (Ex. lottery tickets) | e) Purchases of alcohol |
| c) Some hotels and casinos | f) Purchases of cigars |

Q: What fees are associated with use of the prepaid card?

A: Most utility companies will charge a fee, however, fees may vary.

A: One (1) free replacement card per year. Additional cards are \$5.00 each for standard shipping and \$15.00 each for expedited shipping.

A: ATM Transactions at non U.S. Bank or non-MoneyPass locations (to find the ATM nearest you, visit www.usbank.com/locate or www.moneypass.com).

A: For a complete list of fees, log in to your account at www.usbankreliacard.com or call the Cardholder Services Department at the number listed on the back of your card.

Q: Is there a pin number required to use the prepaid card?

A: Yes. After activating the card you will be prompted to create a PIN. A PIN number is required for ATM withdrawals and point of sale purchases where “Debit” is selected.

Q: How often are the funds deposited on the prepaid card?

A: By the 5th of every month.

Q: Who should be contacted if funds are not deposited?

A: If funds are not deposited by the 5th of the month, contact the Housing Authority of DeKalb County at (404) 270-2500.

Q: Who should I contact if the card is lost or stolen?

A: The Cardholder Services Department of U.S. Bank can be contacted at (855)282-6161.

Q: Who should be contacted to resolve purchase disputes?

A: The Cardholder Services Department of U.S. Bank can be contacted at (855)282-6161.

Q: Is there an option to receive a check?

A: No. This prepaid card program is mandatory for *all* participants.