


Spec Sheet	Preferences® Mastercard® Prepaid Card
Standard Plastic Options	
General	
Activation	Required via IVR, Web or live agent
Activation Options	Single Load Only: Batch Activation, Fund Upon Activation, Data Capture, Activation Code (limitations and fees apply)
Personalization	Personalized / Anonymous (U.S. only)
Single Load / Reloadable Expiration Dates	Standard 12 months / 24 months. Variable expiration available (4 month minimum)
Cardholder Website / Merchant Listing	MyPrepaidCenter.com/site/custom-demo
Load Maximum	
Reloadable	\$99,999
Single load - Personalized	\$75,000
Single load - Anonymous	\$1,000
Issuance	U.S. Dollar - based
Fulfillment Countries	USD - U.S. and International fulfillment
Redemption	
Acceptance	Accepted at a select group or category of merchants where Debit Mastercard is accepted.
Mobile Wallet Enabled	n/a
Countries	Varies by program
International Exclusions	Country restrictions apply and are subject to change.
ATM Usage	n/a
Daily / Monthly Transaction	n/a
Daily / Monthly Withdrawal Limit	n/a
ATM Withdrawal Fee U.S. / International	n/a
ATM Balance Inquiry U.S. / International	n/a
Custom Options	
Co-brand / Custom Plastic	Yes
Co-brand / Custom Cardholder Collateral	Yes
Fees	
International Transaction Fee (currency conversion)	2%
Monthly Maintenance Fee (Non-Reloadable)	\$3.95 / Beginning 1 month post expiration
Monthly Maintenance Fee (Reloadable Only)	\$2.50 / Beginning 1 month post expiration
Card Replacement Fee	\$6.95
Other Cash Access Fees	n/a
Expedited Delivery Fee (for card replacements)	\$20.00
Virtual: Convert to Plastic Request Fee	n/a
Postal Service (U.S., Canada) ¹	1 card - no charge , 2-10 cards U.S. \$5.95, 2-10 cards CAD \$11.95 (for orders less than \$5,000)
Postal Service (International) ¹	Personalized individual shipment only \$1.50 shipping surcharge per card
UPS / DHL Service ¹	<p>U.S. (U.S. Only) Ground 1-10 cards \$7.17, 11-30 \$9.75, 31-100 \$10.25, 101-250 \$11.00, 251-500 \$12.00 2nd Day 1-10 cards \$11.81, 11-30 \$12.50, 31-100 \$13.50, 101-250 \$14.50, 251-500 \$19.17, Next Day 1-10 cards \$17.04, 11-30 \$17.16, 31-100 \$19.06, 101-250 \$22.15, 251-500 \$51.77</p> <p>International rates - vary by country</p>
Cardholder Support	
Cardholder Support (U.S.: toll-free call)	888-371-2109
Cardholder Support (International: fees applies for call)	339-234-6415
IVR Languages	English / Spanish / French
Live Operator Languages	English / Translator
Online Cardholder Support	MyPrepaidCenter.com
Text Message Alerts (U.S. and Canada / English and French)	opt-in at MyPrepaidCenter.com
Email Message Alerts (English and French)	opt-in at MyPrepaidCenter.com

¹ Shipping fees subject to change at any time.

² Severe penalties may be charged if the branding process is not strictly followed.

Card issued by MetaBank®, Member FDIC pursuant to license by Mastercard International Incorporated.

Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

Reward cards are issued in connection with loyalty, award or promotion program.

Funds do not expire and are available after the card expiration date.

©2019 Blackhawk Network Holdings, Inc. All Rights Reserved. For patent information, visit blackhawknetwork.com/patent.