


Spec Sheet	Virtual Universal Mastercard® Prepaid Card
Standard Plastic Options	
General	
Activation	Required via Web only
Activation Options	n/a
Personalization	Personalized Only (U.S., Canada and International)
Single Load / Reloadable Expiration Dates	Standard 6 months / 24 months. Variable expiration available (4 month minimum)
Cardholder Website / Merchant Listing	MyPrepaidCenter.com/site/Mastercard-virtual-wallet
Load Maximum	
Reloadable	n/a
Single load - Personalized	\$1,000
Single load - Anonymous	n/a
Issuance	U.S. Dollar - based
Fulfillment Countries	U.S. Only
Redemption	
Acceptance	Can be used for online and mail/phone order purchases where Debit Mastercard is accepted. If added to mobile wallet, can be used in-store where Debit Mastercard is accepted. <i>Five Back feature standard on card</i>
Mobile Wallet Enabled	Yes
Countries	U.S., Canada and international locations
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 recommended
Co-brand / Custom Cardholder Collateral	Yes - Co-brand recommended
Fees	
International Transaction Fee (currency conversion)	2%
Monthly Maintenance Fee (Non-Reloadable)	n/a
Monthly Maintenance Fee (Reloadable Only)	n/a
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	\$3.00
Postal Service (U.S., Canada) ¹	n/a
Postal Service (International) ¹	n/a
UPS / DHL Service ¹	n/a
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 / French / Spanish
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 a loyalty, award or promotion program. Card terms and conditions apply.

Five Back: Current 5% back terms can be found at MyPrepaidCenter.com/site/5-back (plastic) or MyPrepaidCenter.com/site/5-back-virtual (virtual).

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