


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 12 months / 24 months. Variable expiration available (4 month minimum)
Cardholder Website / Merchant Listing	MyPrepaidCenter.com/site/Mastercard-virtual-wallet-fd
Load Maximum	
Reloadable	n/a
Single load - Personalized	\$1,000
Single load - Anonymous	n/a
Issuance	U.S. Dollar - based
Fulfillment Countries	USD - U.S. and International fulfillment
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. Five Back feature standard on card
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)	\$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	\$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.

For more information, contact Blackhawk Network at 866.219.7533.

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.

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