

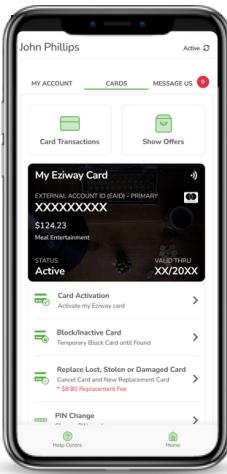


## Card Services via The Eziway App

Eziway clients can access their pre-tax funds to pay for Living and Meal Entertainment Expenses using a single payment card. The Eziway App puts you in control of every card function from card activation and checking balances, to viewing your transaction history and temporarily blocking a card.



# Card Services via The Eziway App



## From the Eziway App Cards Tab you can access:

- My Card Account
- Transaction History
- Lost or Stolen Cards
- PIN Change
- Activate Card

Visit our website to download the Eziway App.



On the homepage, select the 'Cards Tab' to navigate easily.



## Cards Tab

- Live balances let you reliably confirm available funds at the point of sale
- Manage the priority in which funds are drawn for card payments
- Access discount programs for savings at the point of sale

## Transaction History

- View transaction histories by benefit type and date range
- Drill-down on each transaction for further detail

## PIN Change

Your card is allocated a temporary PIN by the card issuer. To set a new PIN, login to the App using your employee access.

## Activate Card

Choose a card to activate. It takes seconds, and your new card is live in minutes.

## Disclaimers:

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## Frequently Asked Questions

### Q: How Long Does It Take for the Card to Arrive?

A: The card is typically dispatched a few days after the order is placed. Please note, that if the order is made during a weekend or public holiday, this timeline may differ. Once dispatched, the card generally takes **10 to 12 business** days to arrive.

### Q: Is there a way I can access the funds now while I wait for the physical card to arrive?

A: No, the card cannot be added to your digital wallet until you receive and activate the physical card.

### Q: Is there a way I can track how far away the card is from arriving?

A: No, there is no tracking number linked to the letter that contains the card in the mail.

### Q: Is there a digital card?

A: Yes, the digital card can be loaded into your digital wallet once the activation of the physical card is complete.

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