

# Frequently Asked Questions?

## What is the Virginia Way2Go Card® Prepaid Debit Mastercard®?

The Virginia Way2Go Card® Prepaid Debit Mastercard® is not a credit Card. It is an FDIC-Insured Bank Debit Card issued by Comerica Bank. No credit check or bank account is required to enroll. Your Card is welcomed everywhere Mastercard is accepted. Instead of mailing you a check or receiving direct deposit to your bank account, your funds will be automatically credited to your Card account. You can make purchases only up to the available balance on your Card.

## How to get my personalized Virginia Way2Go Card® Prepaid Debit Mastercard®?

Simply complete the enrollment authorization form by filling out all necessary fields located on the last page of this document. **PLEASE NOTE THAT ALL OF THE REQUESTED INFORMATION MUST BE PROVIDED, INCLUDING YOUR SIGNATURE, FOR YOUR ENROLLMENT TO BE PROCESSED.**

- When your Card arrives, follow the easy instructions to activate your Card, select your PIN, and get your available balance.
- If you have questions regarding your enrollment or payments please call your Payroll Office.

## How is the Virginia Way2Go Card® Prepaid Debit Mastercard® different than direct deposit?

You access your money by using the Virginia Way2Go Card® Prepaid Debit Mastercard® when making purchases or getting cash at ATMs and teller windows. With direct deposit, your paycheck is deposited into your bank account. If you already receive direct deposit, your paycheck will continue to be deposited in your account, unless you make a switch.

## Why Not Checks?

When your paycheck is sent electronically, it gets to you more quickly and safely. It protects you from lost or stolen checks and the time it takes to replace them.

## How Can I Save Time and Money with the Card?

- Avoid waiting for your check to arrive in the mail, waiting in line to deposit or to cash the check, or dealing with lost or stolen checks.
- Save money by avoiding check cashing fees.
- A personal bank account or credit check is not required.

## How can I Get Cash with the Card?

- Ask for cash back with your purchase at your favorite merchant location.
- Make cash withdrawals at a Mastercard Member Bank or Credit Union teller windows or ATMs.



### Shopping Flexibility and Power:

Your Card is welcomed everywhere Mastercard is accepted, including your favorite retailers, grocery stores, pharmacies, restaurants, online/internet retailers, automotive services, and millions of other locations worldwide.



### Pay Your Bills Online:

Visit your biller's website to pay your bill with your Card.



### Get Cash Back with Purchases:

Ask for cash back at your favorite U.S. locations.



### Gas Stations:

It's easy to buy fuel. Simply pay at the pump, or prepay with your Card inside the store.



### Dining:

Use your Card at your favorite restaurants and cafes.



### Deposit Notification by Phone or Email:

Register your mobile phone to receive notifications and alerts at [www.GoProgram.com](http://www.GoProgram.com) or 1-800-961-8423.