

How to Register on My Payroll Card Account

www.cardholder.comdata.com

Manage your Funds with the Click of a Mouse

You work hard for your money and shouldn't have to work hard to manage it.

My Payroll Card Account is an online self-service website that allows you to easily monitor and manage your Comdata® Payroll MasterCard® account.

Follow these 3 Easy Steps to Get Started Today!

1. Registration

- Open a web browser and search for www.payrollcardaccount.com.
- Select Need a Login?
- Enter the 16-digit card number from the front of your card.

2. Account Information

- Enter your first and last name.
- Select your date of birth.
- Enter your card's 3-digit security code which is located on the back of the card next to the signature line.
- Create a username and password.
- Select and answer one of the provided security questions.
- Select Submit.

3. Access your Account

- Select Go to My Account
- Enter your username and password.
- Select and answer four additional security questions.
- Select Continue.

You are now registered on the Payroll Card Account Website!

Take Advantage of the Many Features

- Activate your card
- Enroll to receive text message alerts of your card balance and usage
- Check your account balance
- Transfer money from your card to a bank account
- View your transaction history
- And many more!



Comdata Customer Service

888.265.8228

www.cardholder.comdata.com

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Helpful Hints

Make the Most Out of Your Pay with Your NEW Comdata Payroll Mastercard®

Obtain your balance for FREE:

- Call Customer Service at 888.265.8228 and follow the interactive voice system's steps for inquiries and a list of your most recent transactions.
- Register online for a cardholder account at www.cardholder.comdata.com to check your balance.
- Sign up for text message alerts by calling Customer Service or through the cardholder website.*
- Download the mobile app by searching "Comdata Prepaid Mobile App" in the App Store.

Take advantage of FREE transactions:

- Avoid unnecessary ATM fees by making UNLIMITED cash withdrawals at more than 55,000 ATMs in the Allpoint® network. Download the "Comdata Prepaid Mobile App" to locate the Allpoint ATMs near you.
- Get cash for FREE by selecting cash back when making a debit (PIN) purchase at thousands of merchant locations.

Use your card wisely to AVOID fees:

- Check your card balance online, via mobile app or text message, before making an ATM withdrawal.
- Always use the "Checking" option when withdrawing cash from the ATM machine.



www.allpointnetwork.com

Additional Tips:

- Your card will not work directly at the gas pump. Instead, go inside and pay as credit — this is a free transaction.
- For security purposes, your card will automatically be blocked after three incorrect PIN entries. If this should happen, call Customer Service to unlock your account.

**Text service is free from Comdata. However, your cell phone carrier may charge for texts.*



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Comdata® Payroll MasterCard® Helpful Hints

PLEASE NOTE:

The automated system (IVR) will talk you through all the steps for activating your card and provide other information.

The pound key is [#] and the star key is [*]
Press [*] to return to the automated system previous menu
Press [9] to access the main automated system menu
Press [0] to speak with a Customer Service Representative

ACTIVATE your card before you use your card to avoid a fee. Call the number on the back of your card to activate- [1-888-265-8228](tel:1-888-265-8228). ****NOTE: Save the Comdata Customer Service number in your phone**

ACTIVATION CODE: Your activation code is your date of birth and must be entered in as **MMDDYYYY** (ie. If birthday is April 7, 1970, activation code would be 04071970)

DO NOT CHECK YOUR BALANCE AT AN ATM . Check your balance for **FREE** by: Signing up for Text Message Alerts, get the Mobile App, go online to www.cardholder.comdata.com or call [1-888-265-8228](tel:1-888-265-8228).

Your **Signature (credit) & PIN-Based (Debit) Domestic or International purchases are FREE.**

Register on www.cardholder.comdata.com for an account to: check your balance, view account activity, dispute transactions, print account statements, or sign up for text messaging.

You do not have to take all your money off your card. **Use your card like CASH when you need it.** Banks that are MasterCard members will cash out your card for the full amount FREE.

To avoid ATM fees, always use an Allpoint ATM machines (www.allpointnetwork.com)



Get Comdata's **FREE Mobile App** – Available for both iOS and Android devices. Check your balance, locate surcharge-free ATMs and view your most recent transactions, all FREE of charge!

You may call Customer Service [1-888-265-8228](tel:1-888-265-8228) to locate an ATM near you.

Always use the “**Checking**” option when using the ATM machine to withdraw cash.

You cannot use your payroll card to pay for gas at the pump. You must go inside and prepay for the gas.

If your transaction is declined, you will be charged a fee. Do not continue to swipe the card. Each time you will receive a decline fee. Call Customer Service for assistance, [1-888-265-8228](tel:1-888-265-8228).

If you incorrectly enter your PIN three times, the card will be blocked. Contact Customer Service to have your card unblocked, [1-888-265-8228](tel:1-888-265-8228).

LOST CARD: If you lost your card, please call the Comdata Customer Service Department [24/7/365 @ 1-888-265-8228](tel:2477365) to report it lost and to request a new card to be mailed to you.

5301 Maryland Way, Brentwood, TN 37027 | 1.800.COMDATA | Payments@comdata.com | Comdata.com



AP Automation
Virtual Payments



Expense Control
Corporate Card



Payroll & Workforce Productivity
Prepaid Solutions

CARDHOLDER FEES

ATM Withdrawals, In-network	No Fee
POS Credit Domestic or International (Signature)	No Fee
POS Debit Domestic or International (PIN)	No Fee
POS Debit w/ Cashback Domestic or International (PIN)	No Fee
POS Refund or Decline Domestic or International (PIN)	No Fee
POS Refund or Decline Domestic or International (SIGNATURE)	No Fee
Lost Card replacement	No Fee
Mobile App	No Fee
Text Message Alerts	No Fee
Customer Service – Interactive Voice Response (IVR)	No Fee
Website: www.cardholder.comdata.com	No Fee
Bank Teller Withdrawal Domestic or International	No Fee
Card-to-Bank Transfer (Automatic or Manual)	No Fee
ATM Withdrawals, Out-of-Network	\$3.00
ATM Balance Inquiry	\$3.00
ATM Decline Fee	\$3.00
Comcheck	\$3.00
Companion Card (per request)	\$5.00
Inactivity Fee (per month after 180 consecutive days of inactivity)	\$2.95
Cross-Border Currency Fee (per international transaction)	1.1%

Please read below for other helpful information:

- Comdata will notify you of any changes in these fees
- Interest is not earned on your funds
- ATM owners outside of Comdata’s surcharge free ATM network and other places where you use your paycard may charge fees that will be deducted from your card balance

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AP Automation
Virtual Payments



Expense Control
Corporate Card



Payroll & Workforce Productivity
Prepaid Solutions

Avoiding ATM Fees? It's As Easy As Checking Your Messages

The Comdata Prepaid Mobile App

A Comdata Prepaid MasterCard® is the fast, easy way to receive and use your pay. With our newly updated Comdata Prepaid Mobile App, managing your pay is just as easy. And you don't have to visit a bank or ATM – or pay additional fees!

The Comdata Prepaid Mobile App lets you manage your pay quickly – anytime – from your phone or other mobile device:

- Check your balance – **free!**
- Locate surcharge-free ATMs close to you – **free!**
- View your most recent transaction – **free!**



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Track Spending and Card Balance with
**TEXT MESSAGE
ALERTS**



Text Messaging

Receive text messages when money is added to your card and after each time you approve a transaction. You will receive your card balance with each text message!

You can also enroll by following these easy steps:

1. Call 888.265.8228

2. Enter in your 16 digit card number.

The system will then ask for your date of birth, employee number, or generic code your company designated to activate your card.

3. The system will provide your balance and then offer text messaging activation.

To enroll through our website, follow these steps:

1. Login to Cardholder Web

www.cardholder.comdata.com
(New users must register first)

2. Select Banking and Then Text Messaging

- Enter your phone number
- Select both notification boxes
- Read and accept the Terms and Conditions

3. Submit Your Request

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