

Fintwist: **Quick tips**

At Fintwist, we're here for you. We're dedicated to helping you make the most out of your money.



You want to activate your card first

- **Call 888.265.8228 to activate your card before use** to avoid a fee. Save the Fintwist Customer Service number in your phone. Note: 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.
- **Enter your activation code**, which your organization will define. This may be your date of birth, your employee number, your phone number, or another defined number. For example, if your organization selected date of birth as the activation code, and your birthday is April 7, 1970, your activation code will be 04071970.



Always select the checking option when using an ATM machine to withdraw cash

Avoid ATM surcharge fees by finding an Allpoint® ATM near you in the Fintwist mobile app or cardholder web, or by calling 888.265.8228.



All signature and credit transactions are free

Online purchases using your 16-digit card number are also free.

Do's and Don'ts

- **Do** call Fintwist Customer Service and speak with a live agent at 888.265.8228, if a transaction has been declined or if your card has been stolen, blocked, or lost.
 - **Do** use your card like cash and enjoy making purchases anywhere Mastercard is accepted.
 - **Do** remember your PIN, if entered incorrectly three times, the card will be blocked.
 - **Do** register on the website and download the Fintwist app to get full access to all the money-saving features.
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- To avoid fees, **do not** continue to use your card when your transaction is declined.
 - To avoid fees, **do not** check your balance at an ATM.
 - **Do not** use your prepaid card to pay for gas at the pump. You must go inside and prepay for the gas.