



HSIP PREPAID GIFT CARD DETAILS

This document refers to prepaid gift cards issued through the card vendor and distributed by the University of Michigan (U-M).



IMPORTANT

- If a card envelope has been opened, written on, or otherwise altered, the HSIP office will NOT accept these cards to be returned to us. The study team will be responsible for purchasing these cards at the value loaded on the card.
- Cards should only be opened by the study subject.

TIPS FOR STUDY TEAMS

Card ID Location – Envelope Example

Prepaid Processing
PO Box 495942
Cincinnati, OH 45249

Card ID/Jobbed/Record Number
1234567/101306.1/000123

UNIV OF MICHIGAN

Card ID =
First 7 or 8 digits
only

Loading Cards

Your cards will be loaded on the distribution date set in the HSIP request. You will receive an email confirmation with a spreadsheet attachment that includes card IDs and amounts loaded. If you requested unloaded cards and are ready to load them, please email subject-incentives@umich.edu each card ID to be loaded. Please include the HSIP control number in the subject line. We will email you a confirmation after we have loaded the cards.

Reloading Cards

To reload cards create a new HSIP request and select “Card Reload” as the Card Type in the form. Reload requests should be made only after all receipts from the original request have been processed by the HSIP office. To submit card IDs to be reloaded, use the Card Reload Tracker (found at the HSIP website: <http://www.finance.umich.edu/treasury/hsip>) and attach directly to HSIP online request form.

Returning Unused Cards

To return unused cards, please complete the [Card Return Google Form](http://www.finance.umich.edu/treasury/hsip) found at <http://www.finance.umich.edu/treasury/hsip>. We will email you to confirm the appointment for the card return. Cards must be returned in person to the HSIP Office, located in Wolverine Tower. No use of campus mail is permitted.



HSIP PREPAID GIFT CARD DETAILS

This document refers to prepaid gift cards issued through the card vendor and distributed by the University of Michigan (U-M).



Card Use Information:

Tips for using your card	<p>Always select “Credit” rather than “Debit” when checking out at a Point-of-Sale (POS) terminal.</p> <p>The card will be <u>declined</u> in the following situations:</p> <ul style="list-style-type: none">➤ The card is attempted to be used <i>at the pump</i> at a gas station. (It may be used inside.)➤ The transaction amount is greater than the card’s available balance.➤ The merchant has temporarily authorized an amount greater than both the intended transaction amount and the card’s available balance, to cover for tips and/or incidentals. (Restaurants, hotels, and car rental agencies may do this.) Once the transaction settles, it will post for the original transaction amount to which you agreed.
Transaction limitations	<p>Transactions Per Day (#) – 7 per rolling 24-hour period</p> <p>Daily Transaction Amount (\$) - \$1,000 per rolling 24-hour period</p> <p>Single Transaction Amount (\$) - \$700 per transaction</p>
Card billing address	3003 S State St., Ann Arbor, MI 48109 (Unless a person’s name is printed on the card.)
Card activation	No activation is required. The card is pre-activated and ready to use.
Card expiration	Expires 5 years from date of issuance. Expiration date is printed on front of card.

Contacting the Card Vendor’s Customer Service:

Customer service	1-855-428-PAID (7243). Two free calls per calendar month. Please see <i>Fees</i> section below. You may check your card balance and recent transactions at www.agileprepaid.com . No fees are applied when viewing this website.
Calling the card vendor	When calling, you will be asked to provide the 16-digit card number, expiration date, and zip code. If the card does not have a person’s name printed on it, please use 48109 as the zip code.
Card registration	Not available. You may access card balance and transaction information over the phone or online without registering the card. Fees may apply when calling the vendor. Please see <i>Fees</i> section below.

Fees:

Card fees – Contacting customer service	<p>You may call the card vendor twice per month at no cost. Additional calls placed in the same calendar month will incur fees. Fees are automatically deducted from the card balance when the call is placed.</p> <p>If you connect with the interactive voice response (IVR) system more than twice per calendar month, you will be charged \$0.20 per additional call.</p> <p>To connect with a live operator, you must first connect with the IVR system. If you connect with a live operator more than once per calendar month, you will be charged an additional \$1.00 per call.</p>
Inactivity / maintenance fees	If there is no activity on the card for 12 consecutive months, the card will incur a monthly maintenance fee of \$2.95 per month.
Lost / stolen cards	If you have lost your card or it has been stolen, please contact your U-M study team to have the card reissued. There is a no fee to reissue a lost or stolen card.