



FIS PREPAID GIFT CARD DETAILS



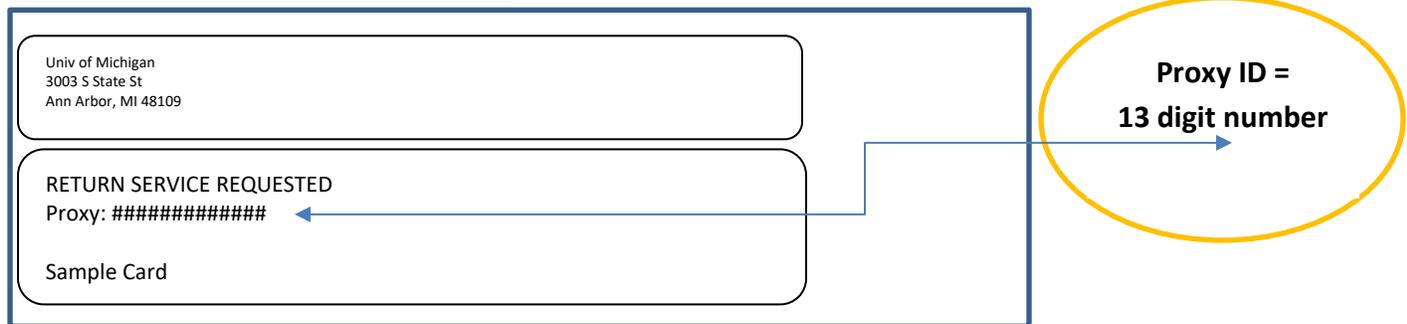
This document refers to prepaid gift cards issued through FIS and distributed by the University of Michigan (U-M).

IMPORTANT

- Cards should only be opened by the study subject.
- Cards must be activated before use. Activation instructions are included with the card as well as detailed below.

TIPS FOR STUDY TEAMS

Proxy ID Location – Envelope Example



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 Proxy IDs and amounts loaded. If you requested unloaded cards and are ready to load them, please email subject-incentives@umich.edu each Proxy 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

Cards picked up at Wolverine Tower are single load cards and cannot be reloaded. Only cards mailed directly to participants can be reloaded.

To reload cards create a new HSIP request and select “Card Reload” as the Card Type in the form. To submit card IDs to be reloaded, use the Card Reload Tracker (found at <https://finance.umich.edu/resource/hsip-card-reload-tracker>) and attach directly to HSIP online request form.

Unused Cards

If cards remain unused at time of due date please complete the [Unused Card Form](http://www.finance.umich.edu/treasury/hsip) found at <http://www.finance.umich.edu/treasury/hsip>. We will email you to confirm the funds have been removed from the cards and at that time the cards can be destroyed.



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<u>Card Use Information:</u>	
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>No more than \$1,000 per 24-hour period for single load cards.</p> <p>No more than \$2,500.00 per 24-hour period for reloadable cards.</p>
Card billing address	3003 S State St., Ann Arbor, MI 48109 (Unless a person’s name is printed on the card.)
Card activation	<p>Call 1-833-848-5768 to activate card.</p> <p>Single load cards – Cards are blue and show Univ of Michigan as cardholder name.</p> <ul style="list-style-type: none"> ➤ Enter 16 digit card number. Use 4 digit access code : 4444. <p>Reloadable cards – Cards are yellow and reflect cardholder name.</p> <ul style="list-style-type: none"> ➤ Enter 16 digit card number. Use last four digits of 5 digit zip code as access code.
Card expiration	<p>Single load cards – (Blue)</p> <ul style="list-style-type: none"> ➤ Valid up to 12 months. Expiration date printed on card. <p>Reloadable cards – (Yellow)</p> <ul style="list-style-type: none"> ➤ Expire 3 years after issuance. Expiration date printed on card.
<u>Contacting FIS Customer Service:</u>	
FIS customer service	<p>1-833-848-5768 : You may check your balance by calling 1-833-848-5768. Key in your card number and three-digit security code found on the back of the card. You may also check your balance by visiting www.paymentcardinfo.com.</p>
<u>Fees:</u>	
Lost / Stolen cards	<p>If you have lost your card or it has been stolen, please contact your U-M study team to have the card reissued. The supplier (FIS) will charge a \$5.00 fee to reissue a lost or stolen card. This fee will be deducted from the existing card balance.</p>
Inactivity / maintenance fees	<p>If there is no activity on the card for 180 consecutive days the card will incur a monthly maintenance fee of \$4.95. Please note that this fee is applicable to both single load and reloadable cards.</p>