



HOW TO REQUEST YOUR FREE UPGRADE TO A PERSONALIZED RAPID! PAYCARD

1. During the activation process of your initial temporary card you will have the opportunity to listen to a series of advisory prompts informing you of the various programs connected to the rapid! PayCard. It is important to know that these prompts will start immediately after you have set your own chosen four digit PIN code.
2. At any time during these prompts you can press “Zero” on the keypad of your phone; this will put you through to speak with a live customer service representative instead of an automated system.
3. When the live rep comes on the phone, simply explain that you have just activated your temporary card and you would like to request the free upgraded personalized card be sent out to you. This card will have your name embossed on it. (Don't forget to activate it when you receive it!)
4. If you forget to request a free upgrade during the activation process of the initial card, you can call customer support at any time. Once you enter the required identification information, press “Zero” and when the live rep comes to the phone ask them for a free upgrade to a personalized card be sent out to you.
5. Finally, don't forget to visit our cardholder website at www.rapidfs.com to find out how to take advantage of the numerous features and benefits of the rapid! PayCard.

Important Information for opening a Card account: To help the federal government fight the funding of terrorism and money laundering activities, the USA PATRIOT Act requires all financial institutions and their third parties to obtain, verify, and record information that identifies each person who opens a Card account. **What this means for you:** When you open a Card account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

The rapid! PayCard® MasterCard Card is issued by MetaBank®, Member FDIC, pursuant to a license by MasterCard International Incorporated. Prepaid card can be used wherever Debit MasterCard is accepted. MasterCard is a registered trademark of MasterCard International Incorporated.