

A GUIDE TO GETTING STARTED WITH YOUR BIOTEST PREPAID MASTERCARD®

WHAT IS THE BIOTEST CARD AND HOW DOES IT WORK?

The Biotest Prepaid Mastercard is how you receive compensation for plasma donations at Biotest. Following each donation, your funds are automatically loaded to your card, offering safe, secure and convenient access. Your Biotest Card is a prepaid Mastercard that can be used to make purchases everywhere Mastercard debit cards are accepted and can also be used to withdraw cash at ATMs bearing the Mastercard logo. The purchase and withdrawal limit is the balance on your card. Once you receive your card, activate it as soon as possible.

MANAGING YOUR CARD

The Cardholder Website

See more and do more with your Biotest card by registering on the cardholder website. Once logged in you can:

- » Check your balance
- » Review payment details and a complete transaction history
- » Locate all ATMs using a single locator tool
- » Transfer your balance to your bank account
- » View important program information

Go to www.login.wirecard.com/Biotest and follow the instructions for registering your card. Remember to save your user ID and password for next time.

Obtaining Your Card Balance

Ready to make a purchase? Check your balance quickly and easily with one of these options at **no fee**:

1. Call the number on the back of the card (866-326-8689)
2. Balance by Text (must configure on cardholder site). Text BAL to 445544 and your current balance will be sent back to you in seconds*
*Standard text messaging rates, fees and charges may apply.
3. Access the cardholder site (www.login.wirecard.com/Biotest)

Lost or Stolen Cards

Your card is covered by Mastercard Zero Liability* protection - if your card is ever lost or stolen, it will be replaced and any unauthorized purchases will be refunded. To report your card lost or stolen and request a replacement, contact Wirecard by phone or visit your Biotest center. Although replacement cards can be issued at the Biotest center, it is important that you also contact Wirecard by phone if you suspect unauthorized or suspicious activity on your card.

*Mastercard Zero Liability conditions and exceptions apply. See Cardholder Agreement for additional details.

MAKING PURCHASES (NO FEE)

At the Point-of-Sale

To make purchases, you may select “Credit” or “Debit”. If you select Credit, you will be prompted for your signature. If you select Debit, you will be prompted to enter your PIN.

Gas Station Purchases

To purchase gas, you must present your card to an attendant inside the gas station prior to fueling. The Biotest card will **not** work to pay at the pump.

Restaurant Purchases

Some restaurants may temporarily “authorize” your card for 20% more than the purchase amount in order to cover gratuity. Make sure your card balance is sufficient to cover the authorization amount and once the transaction settles, the actual purchase amount will be reflected in your account history and your balance will be adjusted automatically.

ACCESSING CASH

The card can be used to make purchases everywhere Mastercard debit cards are accepted but if you need cash, there are a few options:

1. ATM Cash Withdrawals

- a. You can withdraw cash at any ATM that bears the Mastercard logo (fees will apply out of network)
- b. ATM withdrawals will be \$2.00 each.

2. Many merchants offer cash back with a debit purchase. Before swiping your card, ask the merchant if the “cash back” option is available. The total purchase amount and cash back amount cannot exceed the current card balance. (No Fee)

TRANSFERRING FUNDS TO YOUR US BANK ACCOUNT (NO FEE)

You can transfer money directly from your card to your personal bank account. To complete a transfer, log in to the cardholder website and click on the “Access \$” tab. You will provide the funds transfer authorization by entering your US bank account number and routing number, when requested. The transfer will normally take approximately 2-3 days to appear in your bank account.

Have additional questions or need help?

- For questions or issues related to donation payments (e.g. incorrect amount or missing payment) contact your local Biotest center
- For all other questions, call Wirecard customer service at 866-326-8689 for assistance