



## Frequently Asked Questions

» **What is the monthly cost of a Daily Dimes™ Ultra Membership?**

The Ultra Membership costs \$19.95 per month.

» **Who can take advantage of the Daily Dimes™ NO MONTHLY FEE Prepaid MasterCard®?**

Premium & Ultra Members!

» **What benefits does your Daily Dimes™ NO MONTHLY FEE Prepaid MasterCard® offer?**

- NO Credit Check
- NO Overdraft Fees
- NO Hidden Transaction Fees
- NO ATM Surcharge Fee when using the MoneyPass™ Network
- Get Paid Up to 2 Days Sooner with Direct Deposit
- Availability of Pre-Authorized Checks
- \$1 ATM Withdrawal Fees
- Earn reward points for all eRewards.shop purchases
- Redeem those reward points on your future eRewards.shop purchases
- Add Funds at thousands of retail locations supporting Green Dot™ & Western Union™
- Deposits FDIC insured up to \$250,000
- Smart and Safe alternative to a Checking Account or Credit Card

» **What benefits does your Daily Dimes™ Competitive Advantage Prepaid MasterCard® Offer?**

- Low \$5.95 Monthly Fee
- NO Credit Check
- NO Overdraft Fees
- NO ATM Surcharge Fee on the MoneyPass™ Network
- Get Paid Up to 2 Days Sooner with Direct Deposit
- \$2 ATM Withdrawal Fees
- Earn reward points for all eRewards.shop purchases
- Redeem reward points on future eRewards.shop purchases
- Add Funds at thousands of retail locations supporting Green Dot™ & Western Union™
- Deposits FDIC insured up to \$250,000
- Smart and Safe alternative to a Checking Account or Credit Card



» **Do I need good credit to apply for a Daily Dimes card?**

NO. A Credit check is not required.

» **Am I guaranteed approval when I request a Daily Dimes card?**

YES, subject to the specifications of the USA PATRIOT Act which requires all financial institutions and their third-party service providers to obtain, verify, and record information identifying every person who requests a Daily Dimes™ Prepaid MasterCard®. You must provide information that allows us to identify you. Approval of your Daily Dimes card simply requires you to pass our identification verification process.

» **When will my new Daily Dimes card arrive?**

Within 7 to 10 business days.

» **Who do I contact if I haven't received my Daily Dimes card?**

Please contact us at (800) 339-3912; Select Option 2. We are always happy to help!

» **How do I activate my Daily Dimes card?**

Contact Card Services at (866) 872-9847 to securely activate your card.

» **What if my Daily Dimes card is lost or stolen?**

Report your lost or stolen Daily Dimes card promptly by contacting Card Services at (855) 761-6114 or visit the online banking site. If at any time you suspect unauthorized transactions on your Daily Dimes card please contact Card Services at (855) 761-6114.

» **How do I add money to my Daily Dimes card?**

By initiating Direct Deposit or, load cash at thousands of convenient Green Dot™ and Western Union™ locations in the United States.

» **What type of funds can be loaded onto my Daily Dimes card?**

Federal and State Tax Refunds, Government benefits such as: Social Security, SSI, SSDI, VA, and more!

» **Where can I use my Daily Dimes card?**

Everywhere MasterCard® is accepted within the United States.

» **Can I have more than one Daily Dimes card linked to my account?**

YES! For a nominal fee, a second Daily Dimes card can be added to your **account**. Please contact Card Services at (855) 761-6114 to process your request.

» **Can I add an authorized user to my Account?**

YES! Card Services can add up to two authorized users over the age of 18.



» **How do I close my Daily Dimes card?**

If you wish to close your account, please contact Card Services to speak with a Representative at (855) 761- 6114.

» **What are PIN & Signature Purchase Fees?**

They are Transaction Fees charged to FREE Members every time a PIN or Signature Purchase is made. Avoid them by upgrading to Premium or Ultra Membership which includes the Daily Dimes™ **NO MONTHLY FEE** Prepaid MasterCard®! Paid Members are NOT charged Additional Transaction Fees.

» **When is the monthly fee for the Daily Dimes™ Competitive Advantage Prepaid MasterCard® charged?** It is charged each month on the last day of your statement period unless you do not have a balance. If funds aren't available, your monthly fee/s will be collected when you next load your Daily Dimes™ Competitive Advantage Prepaid MasterCard®.

**Daily Dimes™ Rx Discount Card**

» **How does the Daily Dimes™ Rx Discount Card work?**

Request your **Daily Dimes™ Rx Discount Card!** It's delivered instantly via email and can be used on your next pharmacy visit to receive pre-negotiated discounts. While it is not insurance, our program provides discounts up to 75% OFF on everyday drugs and is accepted at all major chains nationwide. Plus, every time you fill a prescription, Daily Dimes™ donates \$0.50 to charitable groups such as Wounded Warrior Project™, Operation Gratitude®, and **DO for our NATION™**.

» **Can anyone use the Daily Dimes™ Rx Discount Card?**

YES! It's available to all Members. One card works for your entire family, including your pets.

» **Where can I use my Daily Dimes™ Rx Discount Card?**

You can save at over 60,000 participating pharmacies and all major chains nationwide. Chances are you can find a great pharmacy in our network near you.

» **What if my Pharmacy isn't on the list?**

Please contact (888) 532-3299. We are always looking for qualified Pharmacists to add to our network.

» **Can I use the Daily Dimes™ Rx Discount Card to mail-order my medications?**

YES! Our Pharmacy Network includes several mail-order options. As part of our commitment to integrity and savings, our mail-order pharmacies have been carefully screened for pricing policies that are fair and honest.



» **Can I use both my Rx Discount Card and Insurance?**

NO, but your Pharmacist can tell you which provides the greatest savings on your prescription.

**Rewards & Bonuses**

» **How do I SCORE Reward Points?**

Become a Member and enjoy a Reward Point Program! **SCORE** Reward Points for purchases made on eRewards.shop and redeem those points on future eRewards.shop purchases!

» **What is the difference between **DIME\$** and Reward Points?**

**DIME\$**

- **DIME\$** are issued weekly and based on membership level.
- **DIME\$** lose their shine and expire at the end of every redemption week
- Can be used as entry into **DIME\$** sweeps

**Reward Points**

- Are awarded when a purchase is made on eRewards.shop
- Never expire
- Are redeemable on future eRewards.shop purchases.

**Clip & Ship and Click & Print Coupons**

» **What is the difference between Clip & Ship and Click & Print Coupons?**

Clip & Ship Coupons are from a national selection of Sunday Newspaper Inserts such as Procter & Gamble®, Red Plum®, Smart Source®, and Unilever®. Click & Print Coupons are powered by Coupons.com and can be printed from our website.

» **Do I have to redeem **DIME\$** to take advantage of your Click & Print Coupons?**

NO.

» **Why do you offer Click & Print Coupons if you provide a clipping service?**

Click & Print Coupons are a great secondary source of savings that supplement your Clip & Ship Coupon Collection.



## **Contact Us**

### **» What is the difference between Member Services and Card Services?**

Member Services can assist with ALL questions except those specific to your Daily Dimes™ Prepaid MasterCard® transactions, you would contact Card Services for those. Email us at [customerservice@dailydimes.com](mailto:customerservice@dailydimes.com) OR contact us at (800) 339-3912; Select Option 1 for Member Services OR Option 2 for Card Services.

### **» What are your hours of operation?**

Member Services; Monday thru Friday: 9 AM to 5 PM (Eastern)

Card Services; Monday thru Friday: 8 AM to 10 PM (Eastern)

Saturday & Sunday: 9 AM to 6 PM

Want to know more? Visit <https://www.dailydimes.com/> for full features and details

