



Pre-paid Cards

*Learn more about pre-paid
MasterCard and Visa branded
payment cards*

- They are not credit cards
- You load them with money before using them
- Some include fees





Pre-paid Cards

There is a new kind of payment card available in Canada. These cards are called “pre-paid cards”. Pre-paid cards are **not** credit cards, but they can often be used in the same way.

Pre-paid cards are sometimes called “stored-value” cards because you pay upfront to “load them up” **before** you use them. Pre-paid cards can be used in stores, on-line, at automated banking machines (ABMs) and at any location where the same brand of credit card is accepted.

Pre-paid cards may not be right for everyone. This booklet will tell you about the different kinds of pre-paid cards available and about the advantages and disadvantages of using them.

Pre-paid cards are offered at a variety of places such as cheque-cashing outlets, stores and financial institutions. There are several kinds of pre-paid cards: multi-purpose cards, non-reloadable cards, travel cards, and payroll cards.

There are fees for all of these pre-paid cards, which means it will cost you money to spend money. On the following pages you will find some basic information about MasterCard and Visa branded pre-paid cards, to help you decide if these financial products are right for you.

Store-brand gift cards

There are many different types of store-brand gift cards on the market. These cards work like paper gift certificates. They are not associated with Visa or MasterCard and can only be used at the retail outlet where they are purchased. We have not included this type of pre-paid card in this booklet. For more information, contact the retailer offering these cards.

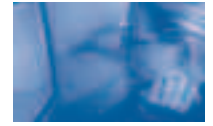
Types of pre-paid cards

Multi-purpose pre-paid cards

The multi-purpose pre-paid card is reloadable, meaning you can add more money to this type of card and keep on using it. These cards are currently offered under the MasterCard and Visa brand and can be used anywhere that MasterCard and Visa credit cards are accepted.

Non-reloadable pre-paid cards

Non-reloadable pre-paid cards are currently offered under the Visa brand as “gift cards” and can be used anywhere that Visa credit cards are accepted. These cards have fewer fees than multi-purpose pre-paid cards, but they don’t offer as much flexibility, since they have a lower maximum value, and cannot be used to withdraw money at an ABM. Although the cost to sign up for a gift card can be less than for other pre-paid cards, gift cards aren’t reloadable, which means you can only use them until you have used up all of the money that is on them.



Pre-paid travel cards

All Visa and MasterCard pre-paid cards can be used outside of Canada, even if they are not specifically marketed as “travel cards”. Certain pre-paid cards are marketed as “travel cards” and will allow you to store large amounts of money—as much as \$9,000—on them. You can use these cards instead of traveller’s cheques, if you wish. “Travel cards” are currently offered under the Visa brand and can be used anywhere that Visa credit cards are accepted.

Payroll cards

Payroll cards are a new product that some employers and organizations are using to replace paper cheques for paying salaries, benefits or expenses. The payroll cards that are currently being offered under the MasterCard brand are reloadable and can be used at ABMs and anywhere that MasterCard credit cards are accepted. The issuer and the employer or organization set the terms and conditions of these cards. Payroll cards are only available to employers and organizations and cannot be purchased by individual consumers. Employers, organizations or cardholders may have to pay fees to use these cards.

Pre-paid cards can be useful

If you need a credit card but are not able—or do not want—to get one, a pre-paid card can be useful. Even if you have had credit problems, you can get a pre-paid card without having to supply credit information. You also don’t need to have a bank account to obtain a pre-paid card. All you need is proper identification and enough cash to cover the dollar amount you want on the card.

- If you don’t have a credit card and want to rent a car, buy a plane ticket or purchase something on-line or by phone, a pre-paid card can be useful.
- You can also give a pre-paid card as a gift, or as an allowance for a child. In some cases, the child must be 16 years of age or older to use the card.
- A pre-paid card can also be handy if you don’t have a bank account or don’t want to carry cash because of concerns about personal safety.
- MasterCard and Visa branded pre-paid cards have zero liability protection, which means that you may not have to pay for fraudulent purchases made with your card.
- Pre-paid cards combine the convenience of a credit card with control over how much money you spend.





Pre-paid Cards

Pay now, spend later

With a pre-paid card, you pay now—to buy or “load up” the card—and spend later—when you make your purchase. The amount of money you can spend with the card depends on how much money you have to put on it, and how much money the card issuer will allow you to load onto the card.

Swipe and sign

Paying with a pre-paid card works like paying with a credit card. The clerk will ask you to sign a receipt.

Using a PIN

With some pre-paid cards, you can use a PIN (personal identification number). You would enter the PIN to withdraw cash at an ABM.

Memorize your PIN; don't write it down. When selecting your PIN, avoid choosing obvious numbers—such as your birthdate, your address or part of your phone number.

To minimize the risk of theft, it is important to protect your PIN. Do **not** share it with anyone, and make sure you cover the PIN pad when you are entering your number. Always do your banking when and where you feel most secure. If you are uncomfortable about using a banking machine for any reason, go to another location.

What happens if your card is lost or stolen?

One of the advantages of using a pre-paid card is that, if your card is lost or stolen, you may not have to pay for the fraudulent purchases that were made with your card. All Canadian MasterCard and Visa pre-paid cards and credit cards have zero-liability protection. With zero-liability protection, you are not held responsible for any fraudulent point-of-sale purchases made with your MasterCard or Visa pre-paid card.

However, if the illegal use of your card involved using your personal identification number, or PIN, at an ABM, you may not get your money back.



Pre-paid cards don't affect your credit rating

Beware of pre-paid products that claim they will improve your credit rating. This is false advertising. Since a pre-paid card is **not** a credit product, it will not help you build or improve your credit rating.

You pay fees, not interest

You don't pay any interest on a pre-paid card, because you aren't borrowing money. You're using your own money. However, you might have to pay fees to use the card. The terms for using pre-paid cards, and the fees charged, vary from card to card. Make sure you read all of the terms and conditions that apply to a card, prior to entering into a pre-paid card agreement.

Fees are subject to change. Check this publication online at www.fcac.gc.ca for the most up to date information.

A sign-up fee, before you start

Before you can use the pre-paid card, you may be charged a "sign-up fee", which can range from \$1.75 to \$39.95.

A fee every time you use the card

You may also have to pay a fee each time you use the card; for example, if you want to buy something or get cash at an ABM.

A monthly maintenance fee

With some pre-paid cards, you have to pay a monthly maintenance fee for every month that you still have money on the card.

A fee to "reload" the card

Travel cards and multi-purpose pre-paid cards are reloadable, meaning you can add more money onto the card.

There are several ways to reload a pre-paid card. You can set up a pre-authorized payment from your bank account to transfer money from your account to your card. You can use your bank's on-line bill payment service to transfer money from your bank account to your pre-paid card. You can also use cash or a debit card to reload your card at any retail location that sells your type of card. Check with your card provider as to which retail locations can do this.

You may have to pay a fee each time you add more money onto the card.





Pre-paid Cards

A fee to receive a monthly paper statement

Many card issuers will charge you a fee if you want to receive a monthly statement, which shows your spending. If you want the statement sent to you by mail, you may have to pay as much as \$7.95 for each statement. However, with most cards, you can check how much you've spent—as well as how much money you have left on the card—free of charge by going to the card issuer's Web site. If you want to obtain this information by telephone, or if you require customer service over the phone, you may have to pay a fee.

A fee to process your refund

If you decide to cancel your card, the card issuer may charge you a fee for refunding your unused balance. You may have to ask for your money back in **writing**.

An insufficient funds and overdraft fee

These types of fees vary from card to card. You might have to pay an "insufficient funds" fee if you try to make a transaction and it is refused because you don't have enough money on your card. Some cards have an overdraft fee, which is a fee that you will be charged if you buy something and you don't have enough money on your card to cover the cost but the purchase still goes through. These fees range from \$0.15 to \$1.75.

Foreign currency conversion rate

When you use your pre-paid card in another country, you are making your transaction in that country's currency. Likewise, when you take money out of an ABM in another country, you will receive your money in the local currency. In this case, you usually have to pay a "foreign currency conversion rate" to change Canadian dollars into the foreign currency. The conversion rate might apply to every transaction you make outside of Canada.

Watch the expiry date

With some non-reloadable pre-paid cards (gift cards), if you haven't used the entire balance by the time your card expires, you may not be able to keep the remaining money. For example, if you have a gift card worth \$500 and you only spend \$450 during the year, the card issuer may claim the \$50 you have left as a "cancellation fee" when the card expires.

With other kinds of cards you may have to pay an "inactivity" fee for each month after the expiry date that the card remains inactive, with unused funds. In that situation, you may also be charged a refund processing fee to retrieve any money remaining on the card.



More fees

There are also other types of charges—besides those we have just described—that may apply to your card, such as the following:

- an additional card fee
- a replacement card fee
- a PIN replacement fee
- a charge-back fee
- a card-to-card transfer fee.

It is therefore important that you read your card agreement carefully so that you understand all of the fees that might apply.

The fees can add up

Here's an example of how much you might have to pay in fees for services for one month, based on terms and conditions for a Canadian pre-paid card:

Service	Cost
Loading fee (to load \$500 onto the card)	= \$3.95
Ten purchases	$\$0.50 \times 10 = \5.00
Two withdrawals from an ABM	$\$2.95 \times 2 = \5.90
Reloading fee (to load another \$500)	= \$3.95
Monthly maintenance fee	= \$5.95
Total cost for the month	\$24.75

If you want to get a printed statement for this card, you will have to pay another \$6.95. However, if you check your balance at an ABM, you will have to pay \$0.95 for each inquiry. In keeping with the terms and conditions for this particular card, you can check your balance on-line for free.

To compare the fees of various pre-paid cards, see our pre-paid card table, at the end of this booklet.



Pre-paid Cards

Sometimes your card might be rejected

If you try to make a purchase and don't have enough money left on your card to cover it, your card might be rejected. In this case, some merchants may let you pay for part of the purchase with your pre-paid card and pay the rest in cash—or in some other way. However, other merchants may not allow you to do this. Depending on the terms and conditions of the card, you may also have to pay an insufficient funds fee, because your card was rejected.

There are also times where a card might be rejected, even if you have enough money left on it to cover the cost of your purchase. For example, if you pay for gas at a gas pump, the gas station may “pre-authorize” or temporarily charge a large amount (say, \$75) to your card, until you have paid the actual amount you owe. If you don't have \$75 left on the card, it might be rejected—even if the actual cost of the gas is only \$50. This is because it is impossible for the merchant to know in advance what the actual purchase amount will be. The gas station pre-authorizes the payment to ensure you have enough money in your account to cover the cost of the gas. They temporarily charge you the maximum amount until the actual amount is known.

One way to avoid this problem is to pay for your gas **inside** the station. If you do this, you will only have to pay for the amount of gas you actually put in your vehicle.

Do your homework

You can get a pre-paid card in a lot of places. Since different cards have different features and fees, it is wise to shop around, to find the best card for your needs. Make sure you check all of the fees, by reading the terms and conditions attached to your card, and find out how much it will actually cost you to use the card. For more details about using the card, contact the card issuer.

Beware of fraud

Beware of counterfeit cards or offers for pre-paid cards that are not legitimate. If you are not sure if a pre-paid card offer—or a card—is legitimate, call FCAC toll-free at **1-866-461-3222**, so we can check this out for you.



Things to keep in mind

- Pre-paid cards are **not** credit cards. You're spending your own money.
- There are fees for using pre-paid cards. The fees can add up quickly. These cards can be more expensive than using cash, a debit card or a credit card.
- Using a pre-paid card will not help you improve your credit rating.
- Check the expiry date on your card. Some card issuers won't give you back the money remaining on your card after it expires.

Pre-paid cards and young people

Sometimes pre-paid cards are advertised as a learning tool for young people. A pre-paid card might help a young person get used to the difference between managing the cash in his pocket and managing money stored on a plastic payment card. Using a pre-paid card might not teach a young person how to use a credit card because he will not experience interest charges, or learn how to manage the temptation of an increase in his credit limit or have a bill to pay after the fun of purchasing is over.

Benefits of pre-paid cards

- Pre-paid cards can be useful if you don't have a credit card and you need to buy things on-line, rent a car or book a hotel room.
- Visa and MasterCard branded pre-paid cards offer protection against fraudulent purchases. If a pre-paid card is lost or stolen you may not be liable for unauthorized purchases.
- Pre-paid cards can be used outside of Canada. They may be a convenient way to pay for goods and services when travelling.
- Parents wishing to provide funds to children away from home may also want to consider a pre-paid card.
- Pre-paid cards can also be a way to enjoy the convenience of a credit card but control how much money you spend.
- Employers can use pre-paid payroll cards to pay for salaries, benefits or expenses.



Shop around

- Check out the various types of pre-paid cards on the market. Read the terms and conditions carefully. Different cards have different fees, and will allow you to store larger or smaller amounts of money on them.
- Depending on your needs, you may find that a traditional credit card, a secured credit card or a debit card work better for you than a pre-paid card.
- If you are looking at a pre-paid card as an alternative to a bank account, a low-cost bank account with a debit card might be a better alternative. FCAC has an interactive tool called the *Cost of Banking Guide* that you can use to help you find the best banking product for you. To use this tool, log onto our Web site at: www.fcac.gc.ca

Pre-paid Cards

Name of card	Features								Fixed fees		Transaction fees										Other applicable fees													
	Reloadable	Lifetime of the card (in months)	Minimum age	Minimum load amount	Maximum load amount	Maximum balance on the card	Maximum daily withdrawal	Maximum daily purchase	Initial sign-up fee (one-time)	Monthly maintenance fee	ABM withdrawal fee		In-branch withdrawal fee	Point-of-sale (POS) transaction fee		Reloading fee			Foreign currency conversion rate ⁵	Balance inquiry fee (BI) / Transaction history fee (TH)				Paper statement fee	Customer service call fee	Additional card fee	Replacement card fee	Personal identification number (PIN) replacement fee	Inactivity fee / Cancellation fee ⁶	Refund processing fee ⁷	Charge-back fee ⁸	Card-to-card transfer fee	Insufficient funds fee ⁹	Overdraft fee ¹⁰
											Domestic	International		Domestic	International	Pre-authorized debit (PAD) ¹ or bill payment ²	At a retail location ³	Using a credit card ⁴		Through agent	On-line	At an automated banking machine (ABM)	Using interactive voice response (IVR)											
BMO Prepaid Travel Mosaik MasterCard	✓	36	18 or 19 ¹¹	\$100	\$10,000	\$10,000	\$1,000 at an ABM; no limit at a BMO branch	None	\$9.95	No charge	\$1.50 at a BMO ABM; \$2.75 on INTERAC network	\$3.50 in the US; \$4.50 in other countries	From \$3 to \$6 ¹²	No charge	No charge	No charge	N/A	No charge with BMO credit cards only	2.50%	No charge	No charge	No charge	No charge	\$2.00	No charge	\$9.95	No charge	No charge	\$2.50 per month after 12 months of inactivity; \$5 per month after the expiry date	\$10 per cheque; \$3 per electronic balance transfer	No charge	N/A	N/A	\$25
Citizens Bank-Travel Visa TravelMoney Card ¹³	✓	36	N/A	\$250	\$9,000	\$9,000 ¹⁴	\$1,200	\$6,000	CAA club will set their own price	\$1.85 beginning the 12th month after the card is purchased	Cash withdrawal fee from VISA ABM: \$3.00	Cash withdrawal fee from VISA ABM: \$3.00	\$15	No charge	No charge	CAA club will set their own price	CAA club will set their own price	CAA club will set their own price	3.75%	No charge	No charge	No charge	No charge	\$0.75	N/A	\$3.00	No charge	N/A	\$1.85 after 12 months of inactivity	\$22	N/A	N/A	Same as overdraft fee	\$5
Peoples Trust Horizon Plus Prepaid MasterCard	✓	24	16 ¹⁵	\$10	\$2,500	\$3,500	\$1,000	\$3,500	\$19.95	\$2.50	\$1.50	\$3.00	N/A	\$0.50	\$0.50	\$2.95	\$3.95	N/A	2.50%	\$1.50	No charge	No charge	\$0.25	N/A	\$1.50	N/A	\$10.00	No charge	\$2.50	\$10	\$15	N/A	\$0.50	\$10
Peoples Trust My Plash Prepaid MasterCard	✓	12	16 ¹⁵	\$5	\$1,500	\$2,000	\$325	\$1,100	\$19.95 (includes initial loading of \$5)	\$5.95 ¹⁶	\$1.50	\$3.50	N/A	No charge	No charge	\$4.95	N/A	N/A	2.50%	\$1.50	No charge	\$0.95	N/A	\$7.95	\$1.50	N/A	\$25.00	No charge	\$1.95	\$10	\$10	\$2.50	N/A	\$10
Peoples Trust Nextwave Titanium Plus Prepaid MasterCard ("Flat fee" option)	✓	24	16 ¹⁵	\$10	\$4,000	\$5,000	\$1,000	\$5,000	\$20.00	\$15.00	No charge	No charge	No charge	No charge	No charge	No charge	No charge	No charge	2.75%	\$1.50	No charge	No charge	No charge	\$3.00	\$1.50	N/A	\$10.00	No charge	\$7.50	\$10	\$10	\$5 for each \$500	N/A	\$5
Peoples Trust Nextwave Titanium Plus Prepaid MasterCard ("Pay as you go" option)	✓	24	16 ¹⁵	\$10	\$4,000	\$5,000	\$1,000	\$5,000	\$20.00	\$7.50	\$2.00	\$2.00	\$2	\$0.50	\$0.50	\$2.00	Free with another transaction at a Money Mart; otherwise \$2	N/A	2.75%	\$1.50	No charge	No charge	No charge	\$3.00	\$1.50	N/A	\$10.00	No charge	\$7.50	\$10	\$10	\$5 for each \$500	N/A	\$5
Vancity Enviro Reloadable Visa Card ¹⁷	✓	24	19	\$25	\$1,500	\$2,500	\$500	None	\$14.95	\$4.95	\$1.00	\$2.00	\$2	No charge	No charge	No charge	N/A	N/A	2.50%	\$1.00	No charge	No charge	\$1.00	N/A	\$1.00	N/A	\$20.00	No charge	\$10.00	\$10	N/A	No charge	N/A	\$5

N/A: The service or fee is not applicable.

¹ Cardholders sign an agreement with their financial institution to allow the transfer of money from their bank account to their pre-paid card at a pre-determined date and for a pre-determined amount.

² Cardholders may use the on-line banking bill payment method to reload funds onto their card.

³ Pre-paid cards can be reloaded at retail locations where the cards are available for purchase.

⁴ If you use a credit card to reload your pre-paid card, the fee you are charged is applied to your credit card statement.

⁵ This fee is charged for converting a foreign currency transaction into Canadian dollars. It appears as a percentage of the amount converted.

⁶ This fee is charged for any unused amount that is left on your card, every month your card remains inactive after the expiry date.

⁷ This fee is charged when the unused balance is returned (in cash) to the cardholder — before or when the card expires, depending on the card issuer.

⁸ This fee is charged when the cardholder launches a dispute and the merchant did not make an error.

⁹ This fee is charged when a transaction is declined because of insufficient funds on the card.

¹⁰ This fee is charged when a transaction that is processed causes a card to go in a negative balance, or when that card already had a negative balance before the transaction was processed.

¹¹ In residing province or territory for primary cardholder. In British Columbia, New Brunswick, Nova Scotia, Newfoundland/Labrador and the Territories, the minimum age is 19. In all other provinces, the minimum age is 18.

¹² \$3 at a BMO branch; \$4 at a MasterCard issuer in Canada; \$5 at a MasterCard issuer in the US; \$6 at a MasterCard issuer in other countries.

¹³ Available only to residents of Québec, Ontario, Manitoba, Saskatchewan and Alberta.

¹⁴ The maximum amount you can load onto the card during its lifetime is \$39,000.

¹⁵ Requires parental consent.

¹⁶ IVR service and POS transactions are included in the monthly maintenance fee.

¹⁷ Available only to residents of British Columbia.

Pre-paid Cards

Name of card	Features								Fixed fees		Transaction fees										Other applicable fees														
	Reloadable	Lifetime of the card (in months)	Minimum age	Minimum load amount	Maximum load amount	Maximum balance on the card	Maximum daily withdrawal	Maximum daily purchase	Initial sign-up fee (one-time)	Monthly maintenance fee	ABM withdrawal fee		In-branch withdrawal fee	Point-of-sale (POS) transaction fee		Reloading fee			Foreign currency conversion rate ⁵	Balance inquiry fee (BI) / Transaction history fee (TH)				Paper statement fee	Customer service call fee	Additional card fee	Replacement card fee	Personal identification number (PIN) replacement fee	Inactivity fee / Cancellation fee ⁶	Refund processing fee ⁷	Charge-back fee ⁸	Card-to-card transfer fee	Insufficient funds fee ⁹	Overdraft fee ¹⁰	
											Domestic	International		Domestic	International	Pre-authorized debit (PAD) ¹ or bill payment ²	At a retail location ³	Using a credit card ⁴		Through agent	On-line	At an automated banking machine (ABM)	Using interactive voice response (IVR)												
Citizens Bank MyTreat Visa Gift Card ¹¹	No	12	N/A	Denominations of \$25/50/100	\$100	\$100	N/A	None	\$3.95 for \$25; \$4.95 for \$50; \$5.95 for \$100	\$2 beginning the 7th month after the card is purchased	N/A	N/A	N/A	No charge	No charge	N/A			2.50%	First call is free; \$0.75 per call thereafter	No charge	N/A	First call is free; \$0.50 per call thereafter	N/A	First call is free; \$0.75 per call thereafter	N/A	\$20.00	N/A	Equals the remaining unused balance after the expiry date	N/A	N/A	N/A	N/A	N/A	N/A
Citizens Bank Reward Visa Gift Card	No	12	N/A	\$25	\$1,000	\$1,000	N/A	None	\$3.50	N/A	N/A	N/A	No charge	No charge	N/A			2.50%	First call is free; \$0.75 per call thereafter	No charge	N/A	First call is free; \$0.50 per call thereafter	N/A	First call is free; \$0.75 per call thereafter	N/A	\$20.00	N/A	Equals the remaining unused balance after the expiry date	N/A	N/A	N/A	N/A	N/A	N/A	
Citizens Bank Visa Gift Card	No	12	N/A	\$25	\$500	\$500	N/A	None	\$2.00	\$1.50 beginning the 7th month after the card is purchased	N/A	N/A	N/A	No charge	No charge	N/A			2.50%	First call is free; \$0.75 per call thereafter	No charge	N/A	First call is free; \$0.50 per call thereafter	N/A	First call is free; \$0.75 per call thereafter	N/A	\$20.00	N/A	Equals the remaining unused balance after the expiry date	N/A	N/A	N/A	N/A	N/A	N/A
Peoples Trust Vanilla MasterCard Gift Card	No	24	N/A	\$25	\$100	\$100	N/A	None	\$3.95 for \$25; \$4.95 for \$50; \$5.95 for \$100	\$2.50 beginning the 7th month after the card is purchased	N/A	N/A	N/A	No charge	No charge	N/A			2.50%	N/A	No charge	N/A	No charge	N/A	No charge	N/A	\$9.95	N/A	\$2.50	N/A	N/A	N/A	N/A	N/A	N/A
Peoples Trust West Edmonton Mall MasterCard Card	No	24	N/A	\$20	\$500	\$500	N/A	None	\$2.00	\$1.50 beginning the 7th month after the card is purchased	N/A	N/A	N/A	No charge	No charge	N/A			2.50%	N/A	No charge	N/A	No charge	N/A	No charge	N/A	\$20.00	N/A	\$2.50	N/A	N/A	N/A	N/A	N/A	N/A
Vancity MyTreat Visa Gift Card ¹²	No	12	N/A	\$25	\$500	\$500	N/A	None	\$2.00	\$1.50 beginning the 7th month after the card is purchased	N/A	N/A	N/A	No charge	No charge	N/A			2.50%	First call is free; \$0.75 per call thereafter	No charge	N/A	First call is free; \$0.50 per call thereafter	N/A	First call is free; \$0.75 per call thereafter	N/A	\$20.00	N/A	Equals the remaining unused balance after the expiry date	N/A	N/A	N/A	N/A	N/A	N/A

N/A: The service or fee is not applicable.

¹ Cardholders sign an agreement with their financial institution to allow the transfer of money from their bank account to their pre-paid card at a pre-determined date and for a pre-determined amount.

² Cardholders may use the on-line banking bill payment method to reload funds onto their card.

³ Pre-paid cards can be reloaded at retail locations where the cards are available for purchase.

⁴ If you use a credit card to reload your pre-paid card, the fee you are charged is applied to your credit card statement.

⁵ This fee is charged for converting a foreign currency transaction into Canadian dollars. It appears as a percentage of the amount converted.

⁶ This fee is charged for any unused amount that is left on your card, every month your card remains inactive after the expiry date.

⁷ This fee is charged when the unused balance is returned (in cash) to the cardholder — before or when the card expires, depending on the card issuer.

⁸ This fee is charged when the cardholder launches a dispute and the merchant did not make an error.

⁹ This fee is charged when a transaction is declined because of insufficient funds on the card.

¹⁰ This fee is charged when a transaction that is processed causes a card to go in a negative balance, or when that card already had a negative balance before the transaction was processed.

¹¹ Available only to residents of Québec, Ontario, Manitoba, Saskatchewan, Alberta and British Columbia.

¹² Available only to residents of British Columbia.

Pre-paid Cards



*Here are some questions to ask before you buy a pre-paid card.
Take this list with you when you are shopping around.*

How much will I have to pay ...	Card #1: _____	Card #2: _____	Card #3: _____
To get a pre-paid card?			
To use the card in a store?			
To reload the card?			
To use the card at an ABM?			
To check my balance?			
To get the unused money when the card expires?			
For the monthly maintenance fees?			

Other features that are important to me: _____





How You Can Reach Us

*Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th floor
Ottawa, Ontario K1R 1B9*

*Telephone (toll-free): 1.866.461.3222
Fax (toll-free): 1.866.814.2224
Web site: www.fcac.gc.ca*

*E-mail:
General inquiries: info@fcac.gc.ca
Publications: pub@fcac.gc.ca*