

Cash Assistance Program Mastercard® Prepaid Card Frequently Asked Questions (FAQs)

What is the Cash Assistance Program Mastercard® Prepaid Card (Virtual Card)?

The Cash Assistance Program Mastercard® Prepaid Card “Virtual Card” can be used for online, mail, and phone orders in the U.S. When you load the Virtual Card into your digital wallet, you can also use it with merchants, restaurants, service providers, and health care providers that accept Apple Pay, Google Pay, Samsung Pay, and Mastercard for payment in the U.S. The Virtual Card is non-reloadable with a one-time load value of \$350. It does not allow for cash access.

What is a Cash Assistance Program Mastercard® Prepaid Card (Plastic Card)?

The Cash Assistance Program Mastercard® can be used anywhere Mastercard debit cards are accepted in the U.S. The Card is non-reloadable with a one-time load value of \$350. It does not allow for cash access.

When will I receive the Cash Assistance Program Mastercard® Prepaid Card?

Cash assistance payments are slated to go out to eligible Georgians who have "email" as their contact preference beginning the week of September 19, 2022, and eligible Georgians who have "email and U.S. mail" as their contact preference beginning the week of September 26, 2022. Eligible Georgians with a "U.S. mail" contact preference will receive their payment at a later date. Check [this FAQ page](#) for updates.

What information is needed to activate The Cash Assistance Program

Mastercard® Prepaid Card (Card)? You will need your Client ID and other personal information to activate the Card. Follow the steps provided in your email or Card package delivered to you. You can find the Client ID in the Georgia Gateway portal. See below steps to retrieve your Client ID.

- Go to Gateway and create an account or sign into your account
- Link your case using DOB and client ID
- On the "My Benefit Summary" screen, the One-Time Cash Assistance table will be displayed, which includes the client IDs

What email will I receive The Cash Assistance Program Mastercard® Prepaid

Card (Virtual Card) at? You will receive the Card electronically at the email address you have provided in Georgia Gateway in "My Notification Settings." You can access that page by clicking on the "Update Email Option" button after you log in.

What address is being used to mail The Cash Assistance Program Mastercard® Prepaid Card (Plastic Card)? You will receive the Card in the mail to the mailing address on the case profile. You can find the address on Georgia Gateway. Please navigate to the "Benefits Summary" page after logging in. You will be navigated to the program details page when you click on the link "Click Here to View the Details" under the "My Benefit" section. Click on the "Click here for more information" link, which displays mailing and residential addresses.

I received an email and deleted it or lost it. (Virtual Card) Prior to calling, check your email junk folder and deleted emails. If you are unable to find your email in your email junk folder or deleted emails, call 1-833-907-0683 to speak to an agent.

How does The Cash Assistance Program Mastercard® Prepaid Card (Virtual Card) work? The Virtual Card can be used for online, mail and phone orders similar to how you would use a Mastercard debit card for these purchases. If you want to use for in-store purchases, at the doctor's office, etc., you can load your Virtual Card into a digital wallet. It offers a safe and convenient way to pay anywhere that accepts Mastercard, not just online. Please see below instructions for loading the Virtual Card into your digital wallet:

- Apple Wallet: <https://support.apple.com/en-us/HT204506>
- Google Wallet: <https://guidebooks.google.com/google-pay-us/get-started/how-to-add-banks-credit-cards-google-pay>
- Samsung Wallet: <https://samsung.com/us/support/answer/ANS00045170>

What information is needed when using The Cash Assistance Program Mastercard® Prepaid Card (Virtual Card)? For online, mail order, or phone purchases you will need the Card Number, Expiration Date, and CVC2 Code, some businesses may also request your name and address. The address used should be the same as your mailing address at which you receive the Medicaid, PeachCare for Kids®, SNAP, or TANF correspondences. You can find the address on Georgia Gateway. Please navigate to the "Benefits Summary" page after logging in. You will be navigated to the program details page when you click on the link "Click Here to View the Details" under the "My Benefit" section. Click on the "Click Here for More Information" link to view the mailing and residential address(es) associated with your account.

Where can The Cash Assistance Program Mastercard® Prepaid Card (Plastic Card) be used? You can use the Card anywhere Mastercard debit cards are accepted in the U.S. Refer to the Cardholder Agreement for additional information on how to use the Card.

Where can The Cash Assistance Program Mastercard® Prepaid Card (Virtual Card) be used? You can use the Card for online, mail, and phone orders similar to how you would use a Mastercard debit card for those purchases. If you want to use it for in-store purchases, at the doctor's office, etc., you can load your Virtual Card into a wallet app on your device. Apple, Google, and Samsung all provide instructions on how to load a Virtual Card into a wallet app. This may also be added to third-party and retailer wallets just like you would add any plastic card.

What can I spend this money on? The Card can be used anywhere Mastercard debit cards accepted in the U.S., so you can use it for food, clothing, prescriptions, to pay bills, etc. Refer to the Cardholder Agreement for additional information on how to use the Card.

How do I load The Cash Assistance Program Mastercard® Prepaid Card (Virtual Card) into my digital wallet? Prior to loading the Virtual Card into your digital wallet, you must follow the directions outlined in the email to obtain and activate the Virtual Card.

- Apple Wallet: <https://support.apple.com/en-us/HT204506>
- Google Wallet: <https://guidebooks.google.com/google-pay-us/get-started/how-to-add-banks-credit-cards-google-pay>
- Samsung Wallet: <https://samsung.com/us/support/answer/ANS00045170>

My available Card balance won't cover my purchase amount. Can I still use my Card? When using in-person, tell the cashier in advance how much to deduct from your prepaid Card and how much you will pay using an alternate payment method. Note that this process, known as "split tender," may not be supported by all merchants. When using online, your available balance on the Card must cover the entire purchase amount (including taxes + shipping). Note: Transaction types may require a hold of up to 20% above the purchase amount. See your Cardholder Agreement for more information.

How can I check the balance of my Card? You may visit the website or call the toll-free number listed on the back of your Card.

Can I use The Cash Assistance Program Mastercard® Prepaid Card at an ATM or to get cash back at point of sale? This Card does not allow for cash access. The Card can be used for purchases anywhere a Mastercard debit card is accepted in the U.S.

Are there any restrictions on where the Card can be used? You may not use your Card for any illegal transactions. You agree to not use this Card for gaming, gambling, lottery, adult entertainment, liquor, tobacco or vaping, or firearm purchase. Refer to the Cardholder Agreement for additional information on how to use the Card.

When do I need to use my PIN? When using your Card at a point-of-sale terminal, you may be asked to enter your debit PIN to complete a transaction.

What happens if I lose my Card, or if it is stolen? We recommend you write down your Card number and the toll-free number on the back of the Card in case your Card is lost or stolen. We will need that information and other identifying information to research your Card. Immediately call 1-833-907-0683 to report a lost or stolen Card. If you think the Card may be at home or in your vehicle, you can suspend use on the Card by calling 1-833-907-0683. If you then find your Card, you can go back and unsuspend it.

What do I need to know about using my Card at restaurants, gas stations, and other service-oriented retailers? When using your Card at a gas station, you should pay inside instead of paying at the pump. When you pay at the pump, most stations pre-authorize a fixed amount (typically \$75-\$100 per fill up) at the pump. For your Card to be accepted, your Card balance must exceed this amount. To avoid this, go inside and ask attendant to charge the desired amount to your Card, then pump your gas. Service-oriented merchants such as restaurants pre-authorize a 15% - 20% tip. For your Card to be accepted, the total of your bill plus the automatic tip authorization must not exceed your available balance.

What should I do if I do not receive a refund I am expecting on my Card? When expecting a return or refund to your Card from a merchant, be sure to wait at least 10 business days from the date the credit was issued for the credit to appear back on your Card. If you still do not see the credit after 10 business days, reach out to the merchant first for confirmation that the credit processed. Once the merchant provides you confirmation of the credit and you still have not received the funds, you will need to file a dispute on the original charge. Call the toll-free number on the back of your card, or as listed on the website, to file a dispute on any charge.

Can I use my Card internationally? No, you can use the Card anywhere Mastercard debit cards are accepted in the U.S.

Does the Card expire? The Card expires on the “valid thru” date shown on the Card. If funds still remain on the Card after the “valid thru” date, please call the toll-free number on the back of your card or as listed on the website, to have a replacement Card with an updated “valid thru” date mailed to you.