

Commonly Asked Questions

PAYQUICKER

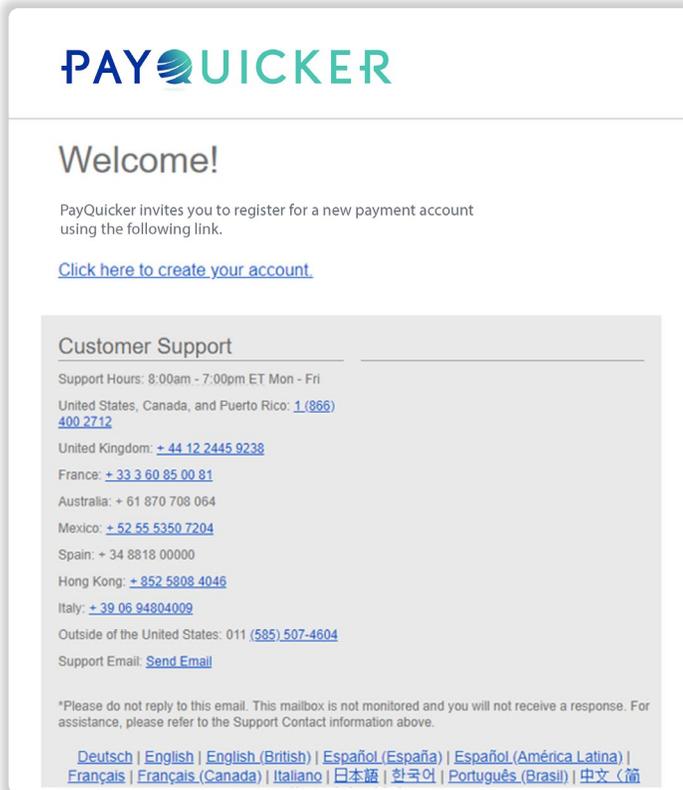
Log in and Check Your Account Balance

PAYQUICKER

Login with Your Registration Invite Email

Based on your company's preference, you will either receive an invite to register for your account *before payment* or when your *first payment has been sent*.

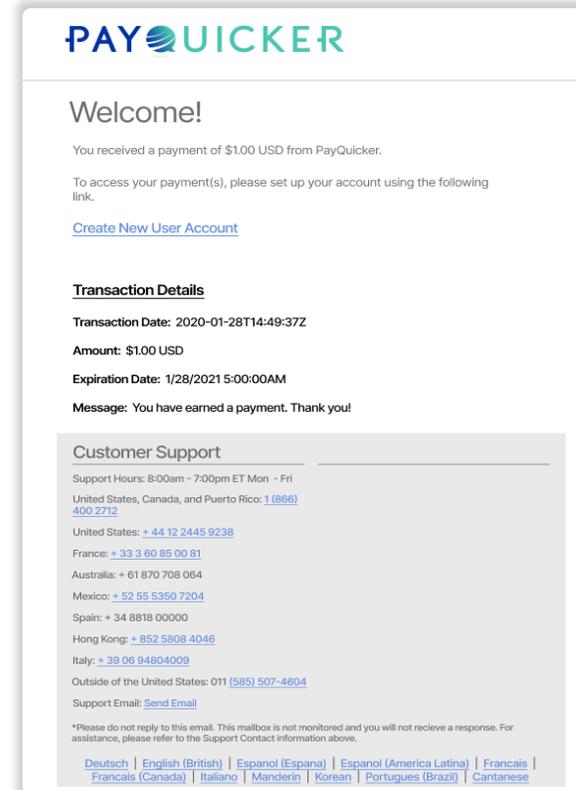
Account Registration Invite



The screenshot shows an email from PayQuicker. At the top is the PayQuicker logo. Below it is a "Welcome!" heading. The main body of the email says "PayQuicker invites you to register for a new payment account using the following link." and includes a blue link: "Click here to create your account." Below this is a "Customer Support" section with contact information for various regions: United States, Canada, and Puerto Rico (1.866.400.2712), United Kingdom (+44.12.2445.9238), France (+33.3.60.85.00.81), Australia (+61.870.708.064), Mexico (+52.55.5350.7204), Spain (+34.8818.00000), Hong Kong (+852.5808.4046), Italy (+39.06.94804009), and Outside the United States (011 (585) 507-4604). At the bottom, there is a "Support Email: Send Email" link and a footer with a disclaimer and a list of supported languages: Deutsch, English, English (British), Español (España), Español (América Latina), Français, Français (Canada), Italiano, 日本語, 한국어, Português (Brasil), and 中文 (簡).

- Open email from no-reply@mypayquicker.com
- Subject line: "An invitation from PayQuicker"
- Click "Click here to create your account" link to start registration
- Email contains Customer Support contact information
- View email in alternate languages with footer links

Account Registration Invite At First Payment



The screenshot shows an email from PayQuicker. At the top is the PayQuicker logo. Below it is a "Welcome!" heading. The main body of the email says "You received a payment of \$1.00 USD from PayQuicker." and "To access your payment(s), please set up your account using the following link." and includes a blue link: "Create New User Account". Below this is a "Transaction Details" section with the following information: Transaction Date: 2020-01-28T14:49:37Z, Amount: \$1.00 USD, Expiration Date: 1/28/2021 5:00:00AM, and Message: You have earned a payment. Thank you! Below this is a "Customer Support" section with contact information for various regions: United States, Canada, and Puerto Rico (1.866.400.2712), United States (+44.12.2445.9238), France (+33.3.60.85.00.81), Australia (+61.870.708.064), Mexico (+52.55.5350.7204), Spain (+34.8818.00000), Hong Kong (+852.5808.4046), Italy (+39.06.94804009), and Outside of the United States (011 (585) 507-4604). At the bottom, there is a "Support Email: Send Email" link and a footer with a disclaimer and a list of supported languages: Deutsch, English (British), Español (España), Español (América Latina), Français, Français (Canada), Italiano, Mandarin, Korean, Português (Brasil), and Cantonese.

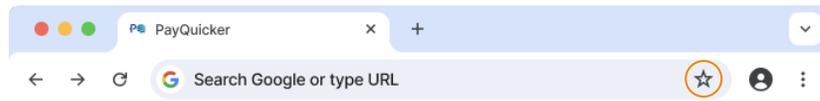
- Open email from no-reply@mypayquicker.com
- Subject line: "Payment Received from PayQuicker"
- Click "Create New User Account" link to start registration
- Email contains Transaction Details and Customer Support contact information
- View email in alternate languages with footer links

Logging into Your Account

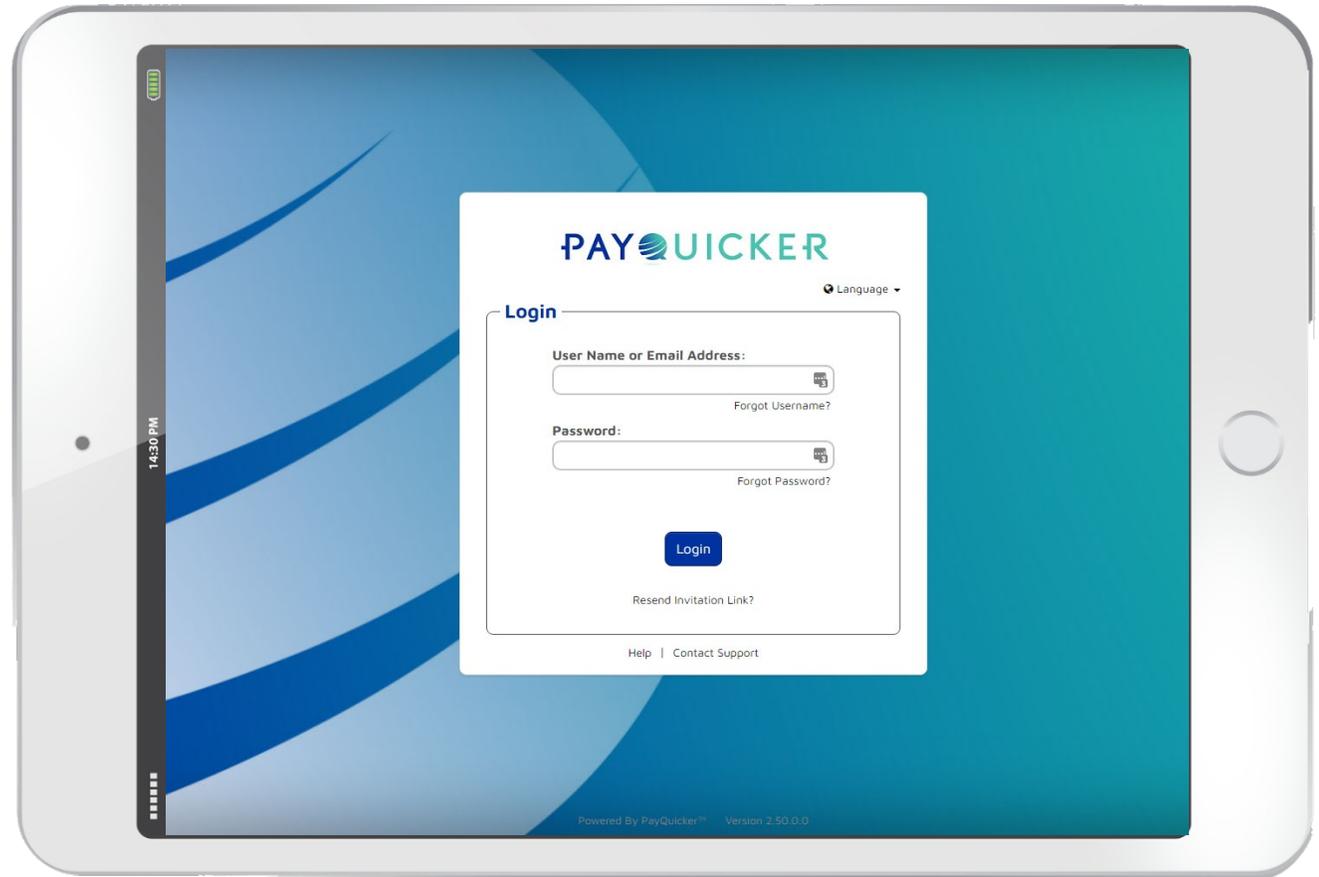
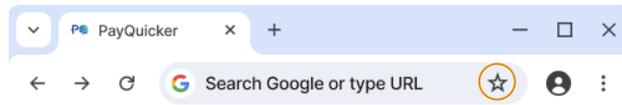
On Your Company Login Page

- Navigate to your company login page:
yourcompanyname.mypayquicker.com
- Enter your Username (or Email Address) and Password
- Click **Login** button
- **Tip:** Add your Company Login page to your desktop **Bookmarks** for quick and easy access by clicking the star located at the far right, see below.

Mac OS Browser



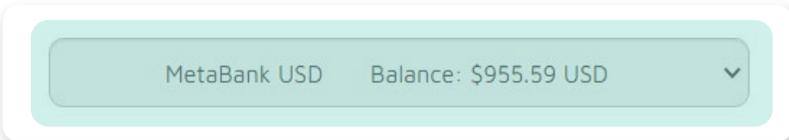
Windows Browser



Checking Your Account Balance

On the Payment Account Overview Page

- Your overall balance and different currencies can be viewed on the top right of your Payment Account Overview Page.



The screenshot shows the PayQuicker Payment Account Overview Page. At the top, there is a navigation bar with links for HOME, CARD, ACCOUNT, REWARDS & OFFERS, HELP, and a button for USE MY VIRTUAL CARD, along with a LOGOUT link. Below the navigation bar, the account name "MetaBank USD" and the balance "Balance: \$955.59 USD" are displayed in a dropdown menu. The main content area is divided into three sections: Pending Transactions, Recent Transactions, and a footer. The Pending Transactions section contains a table with columns for Date, Amount, Status, and Description. The Recent Transactions section is currently empty, showing "No Data". The footer includes links for Overview, Help, Logout, Privacy Policy, E-Sign & Consent, Site User Agreement, Cardholder Agreement, and Fees, along with a CONTACT SUPPORT button and app store download links for the App Store and Google Play. The page is powered by PayQuicker™ and is Version 1.0.

PAYQUICKER

HOME CARD ACCOUNT REWARDS & OFFERS HELP USE MY VIRTUAL CARD LOGOUT

Overview

MetaBank USD Balance: \$955.59 USD

Pending Transactions

Date	Amount	Status	Description
10/2/2017	(\$0.01) USD		75552c94-64ad-4ad5-a6d9-a50f1267f50f - Transferred To Vicky Ho
10/2/2017	(\$0.01) USD		33d0a288-6c63-4d84-a99f-11493784cfad - Transferred To Shiny Black Box Account
10/2/2017	(\$0.01) USD		6d193041-4aaf-43d3-9e80-25d7fdb721bc - Transferred To Vicky Ho
10/2/2017	(\$0.01) USD		924b7d62-1c35-42a6-a469-8803486actcc - Transferred To Shiny Black Box Account
9/27/2017	\$0.01 USD		07468a0d-75e4-4d6e-9aa7-9fcc1a01c1bc - Transferred From Shiny Black Box Account

1 2 3 4 5 6 7 8 9 10 ... 5 Transactions 11-15 from 69 Transactions

Show All Activity Show All Pending Transactions

Recent Transactions

Date	Amount	Status	Description
			No Data

0 5 Transactions

Show All Activity

Overview Help Logout Privacy Policy E-Sign & Consent Site User Agreement Cardholder Agreement Fees

CONTACT SUPPORT

Download on the App Store GET IT ON Google Play

Powered By PayQuicker™ Version 1.0

Plastic Debit Card

Activate and use your plastic debit card

PAYQUICKER

Plastic Debit Card Activation

- Your Plastic debit card will arrive in 10-14 days
- Card activation instructions
 - Click **ACTIVATE PLASTIC CARD** button on account homepage once received
- Card use tips
- Support contact information

400 Linden Oaks, Suite 320
Rochester, NY 14625

Congratulations!

Here is your new Prepaid Visa® Card
From:

PAYQUICKER

✓ Use everywhere Visa debit cards are accepted

✓ Access cash at any ATM with Visa Plus

Log in to your account to review your Cardholder Agreement, check your balance, and monitor your activity.



CARD WILL NOT WORK
Until You Activate it ...

**TO ACTIVATE YOUR CARD
AND CREATE YOUR PIN**

Log in to your account at:

payquickermypayquicker.com

For assistance call (866) 400-2712 (M-F 7:00am-7:00pm EST)
Or email support@payquicker.com. Cards cannot be activated
by calling this number or sending an email



Prepaid Visa Card Tips

- For additional assistance email support@payquicker.com
- Login to your card account to check your balance and monitor your activity
- Don't forget to sign the back of your card
- Select "Credit" to swipe and sign for purchases
- Select "Debit" and use your PIN to get cash back with a purchase
- Use the mobile app for easy access to account information¹

Purchasing Gas:

When purchasing gas with your card you will need to prepay with the cashier inside the station.

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www.payquicker.com

Card is issued by MetaBank®, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. Use of this card is subject to the terms of the Cardholder Agreement, as amended, furnished and agreed to in connection with this issuance. Fees may apply. For cardholder services call PayQuicker at +1(866) 400-2712 or +1(585) 507-4604. www.payquicker.com

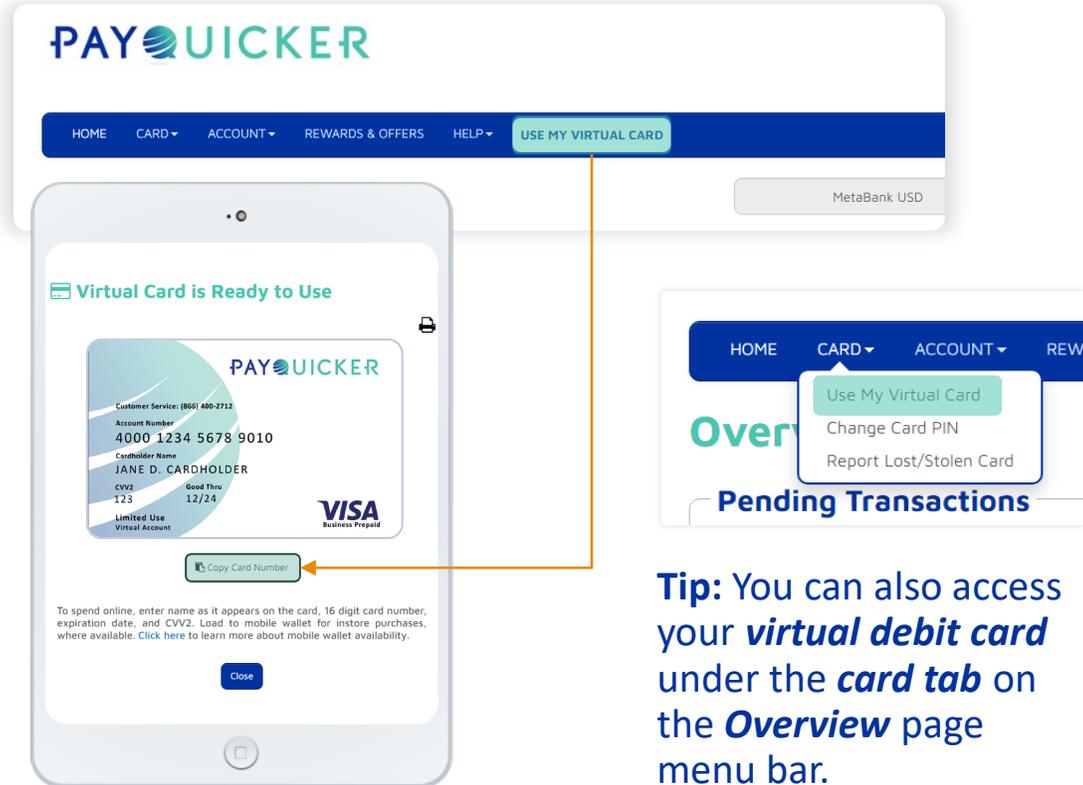
Virtual Debit Card

Find, activate, and easily use your virtual debit card

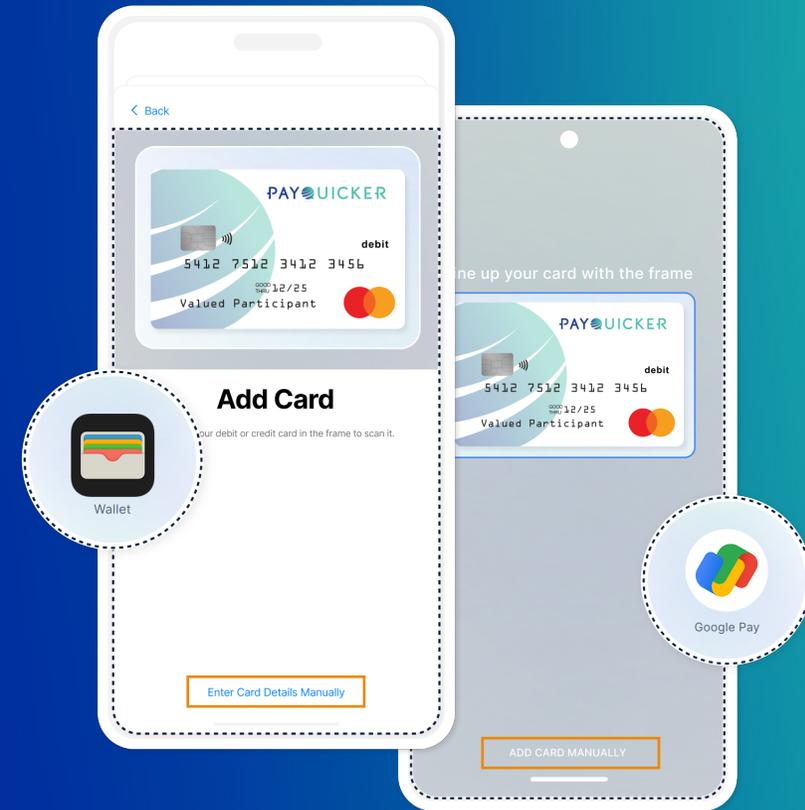
PAYQUICKER

Virtual Debit Card Activation

Click the **USE MY VIRTUAL CARD** button on the **Overview** page menu bar, view **16-digit virtual** card number, then **copy the card information** for easy online use.



Tip: You can also access your **virtual debit card** under the **card tab** on the **Overview** page menu bar.



Add Virtual Debit Card to Wallet

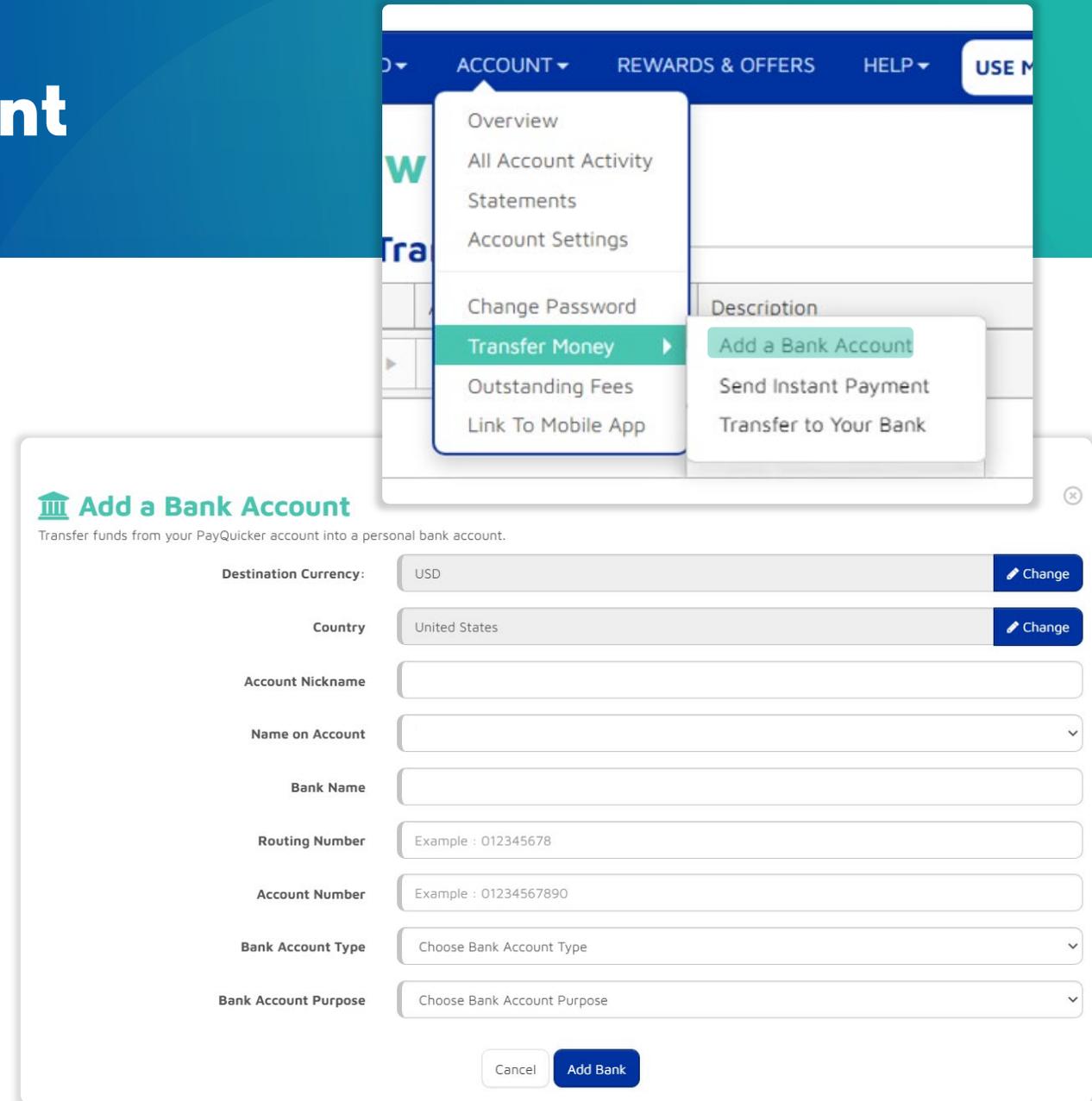
Once you have **copied your virtual debit card information**, you can **Enter Card Details Manually** in your **Apple Pay** or **Google Pay e-wallet(s)** for easy and automatic access.

Bank Transfers

How to connect your bank and complete a transfer

Connect Your Bank Account

- Access your bank account by going to the **Account** dropdown > hover over **Transfer Money** > then click on **Add a Bank Account**
- Fill in your bank account information to transfer funds from your PayQuicker account into your personal bank account.



The image shows a screenshot of the PayQuicker website interface. At the top, there is a navigation bar with 'ACCOUNT', 'REWARDS & OFFERS', and 'HELP'. A dropdown menu is open under 'ACCOUNT', showing options like 'Overview', 'All Account Activity', 'Statements', 'Account Settings', 'Change Password', 'Transfer Money', 'Outstanding Fees', and 'Link To Mobile App'. The 'Transfer Money' option is highlighted, and a sub-menu is open, showing 'Add a Bank Account', 'Send Instant Payment', and 'Transfer to Your Bank'. Below this, the 'Add a Bank Account' form is displayed. The form title is 'Add a Bank Account' with a subtitle 'Transfer funds from your PayQuicker account into a personal bank account.' The form fields are: 'Destination Currency' (USD), 'Country' (United States), 'Account Nickname', 'Name on Account', 'Bank Name', 'Routing Number' (Example: 012345678), 'Account Number' (Example: 01234567890), 'Bank Account Type' (Choose Bank Account Type), and 'Bank Account Purpose' (Choose Bank Account Purpose). At the bottom of the form are 'Cancel' and 'Add Bank' buttons.

Transfer Funds to Your Bank Account

- Transfer to your bank account by going to the **Account** dropdown > hover over **Transfer Money** > then click on **Transfer to Your Bank**
- Transfer funds from your PayQuicker account into a bank account of your choice.
- Transfers can take anywhere from 1-5 business days to complete depending on banking days.

The image shows a screenshot of the PayQuicker website interface. At the top, there is a navigation bar with 'ACCOUNT' dropdown, 'REWARDS & OFFERS', 'HELP', and 'USE MY VIRTUAL CARD'. A dropdown menu is open under 'ACCOUNT', listing options: Overview, All Account Activity, Statements, Account Settings, Change Password, **Transfer Money** (highlighted), Outstanding Fees, and Link To Mobile App. A sub-menu is open under 'Transfer Money', listing: Add a Bank Account, Send Instant Payment, and **Transfer to Your Bank** (highlighted).

The main content area features the 'PAYQUICKER' logo and a navigation bar with 'HOME', 'CARD', 'ACCOUNT', 'REWARDS & OFFERS', 'HELP', 'USE MY VIRTUAL CARD', and 'LOGOUT'. Below this is a section titled 'Transfer Money To Bank' with a balance of 'MetaBank USD Balance: \$955.59 USD'. A sub-header reads: 'Transfer money from your PayQuicker account to a bank account of your choice. Transfers can take anywhere from 1-5 business days to complete depending on banking holidays.'

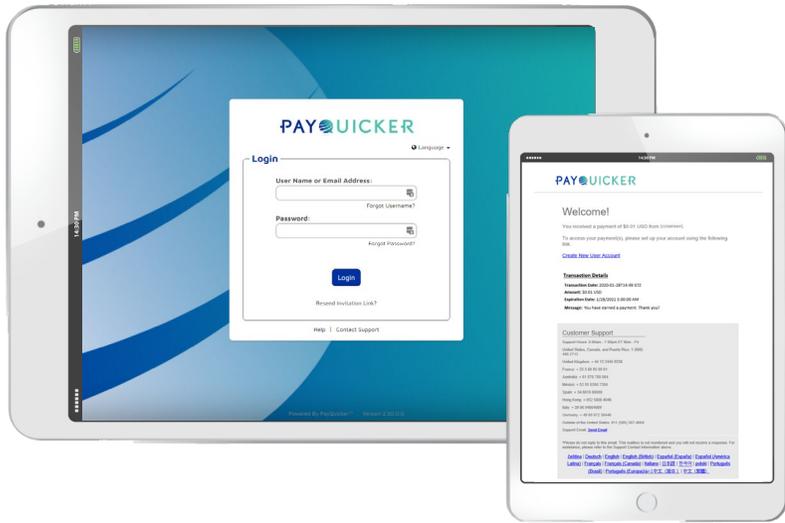
The 'Transfer Money To Bank' form includes the following fields:

- From:** MetaBank USD
- To:** [Dropdown menu]
- Transfer Money to Bank Fee:** [Field]
- Bank Name:** [Field]
- Name on Account:** [Field]
- Country:** [Field]
- Amount:** [Field] USD

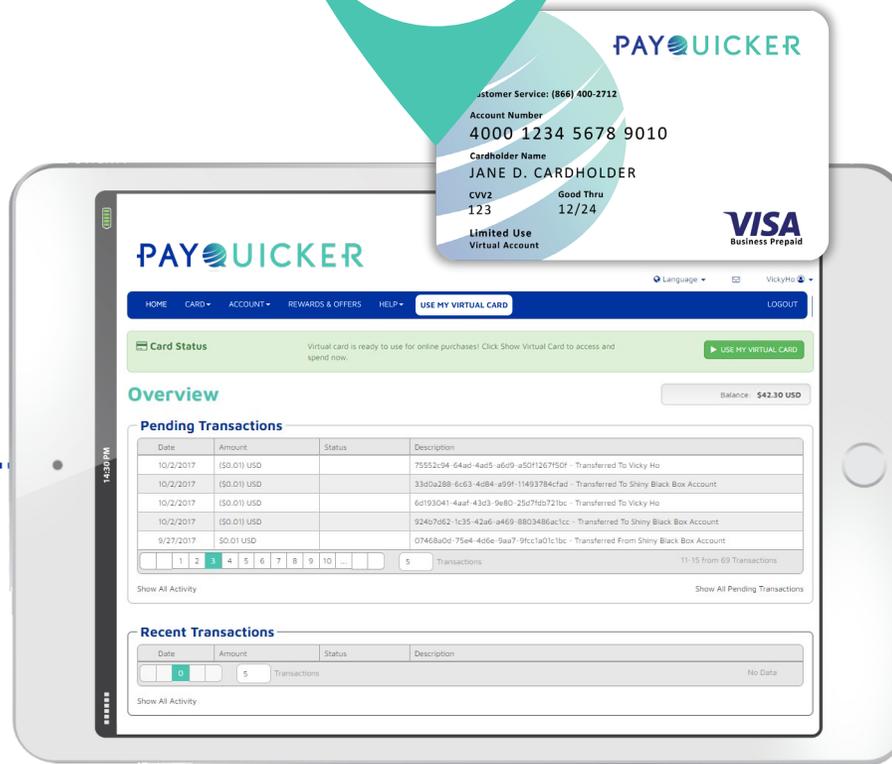
At the bottom of the form are 'Clear' and 'Transfer' buttons.

How it all Works!

Virtual Card is ready to spend immediately after registration!



Login on your company login pay or you will receive a payment notification email

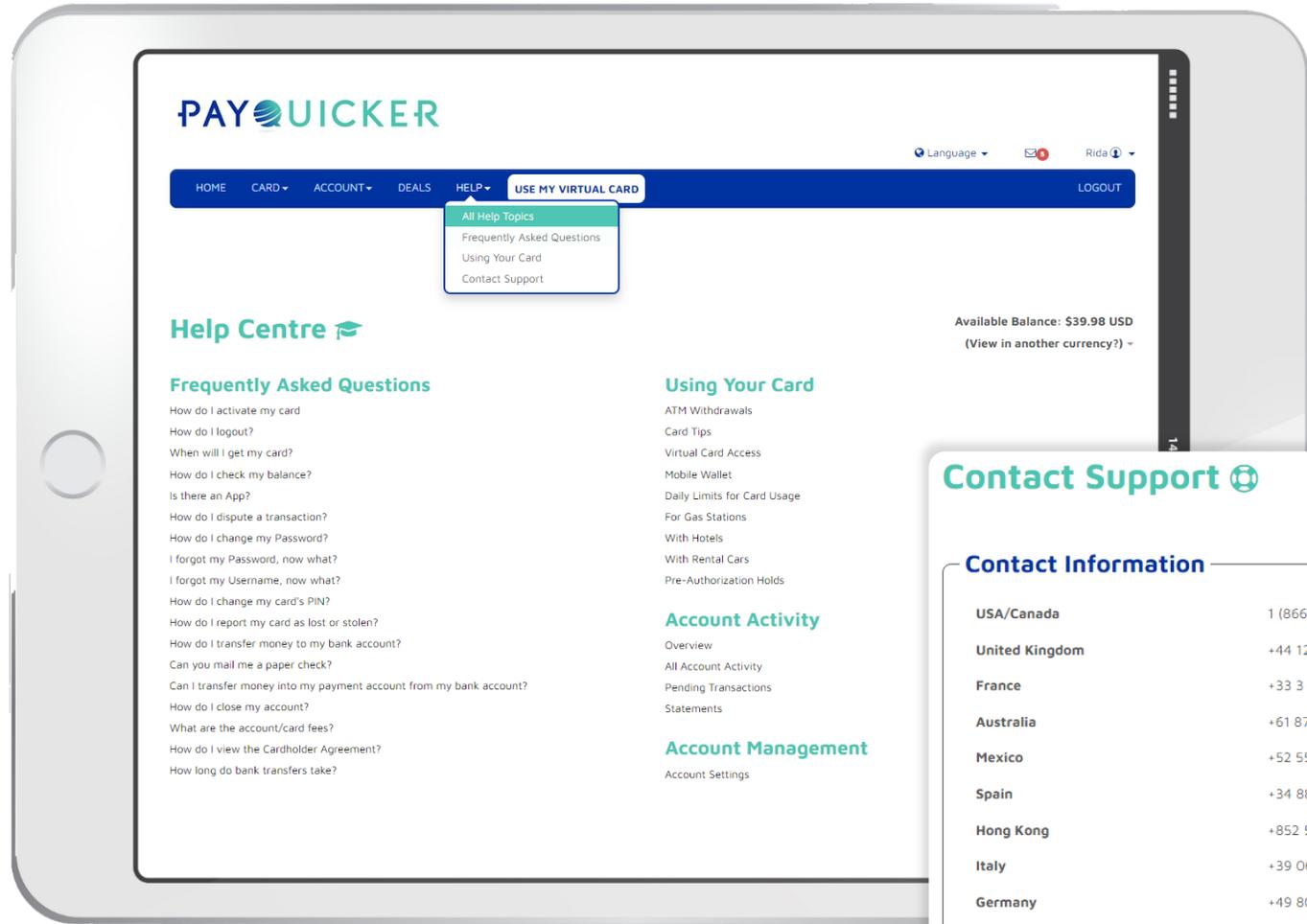


Your funds are instantly available in your account, and can be accessed on your physical and virtual card



Instantly Spend with your Plastic Card once it's received and activated!

Questions about your PayQuicker Account?



Contact Support

Contact Information

USA/Canada	1 (866) 400-2712
United Kingdom	+44 12 2445 9238
France	+33 3 60 85 00 81
Australia	+61 870 708 064
Mexico	+52 55 5350 7204
Spain	+34 8818 00000
Hong Kong	+852 5808 4046
Italy	+39 06 94804009
Germany	+49 80 072 38446
Phone - Internationally	+1 (585) 507-4604
Fax	+1 (585) 445-3488
Contact Form	https://payquicker.com/support/
Email Address	support@payquicker.com
Mailing Address	PayQuicker LLC 400 Linden Oaks Suite 320 Rochester, New York 14625 USA

Thank You!

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