

iPayU™ Prepaid MasterCard®

HELP DOCUMENT

Your Card

How do I activate my card?

Your card will be accompanied by activation instructions. Simply call the number on the back of your card, sign it, and complete the registration process by visiting the web address on the back of the card.

My card was lost or stolen. How can I replace it?

Notify us immediately by calling 1-866-952-1998. Your funds are protected by the MasterCard Zero Liability policy if you notify us within 2 business days. There will be a minimal card replacement fee. The replacement card will have the same expiration date as the lost or stolen card. See the Cardholder Agreement for details.

My card has expired. What should I do?

You will receive a replacement card, at no charge, prior to the expiration date as long as your card is not cancelled. You will not be able to receive discounts using your expired card.

Your Account

I received a letter asking for additional verification to open my account.

What steps do I need to take?

According to the USA Patriot Act, we need to verify every individual who wishes to open a prepaid account. If we sent you a letter asking for further information, please either call us at 1-866-454-0324 (option 9) or fax the information requested to 1-877-743-4321.

How do I add funds?

Log in to the web address located on the back of your card and click the “My Settings” tab to link a checking or savings account. Once you have linked a checking or savings account, click the “Add Funds” button underneath the Quick Links section. There are multiple options to place money onto your card — authorized funders, tuition refund disbursement and direct payroll deposit.

How do I setup Authorized Funders?

Log in to the web address located on the back of your card, click the “My Settings” tab and choose the Authorized Funders link. Next, enter the Authorized Funder’s nickname and email address. Follow the onscreen instructions to complete setting up an authorized funder.

How do Authorized Funders add funds?

Log in to the web address located on the back of your card, click the “My Settings” tab and choose the Authorized Funders link. Next, enter the Authorized Funder’s nickname and email address. Follow the onscreen instructions to complete setting up an authorized funder.

How do I log out?

Simply click the Logout icon located in the top right section of the web portal. You will be logged out automatically if your session is idle for more than 15 minutes. When using a public computer, always log out and close the browser when you are finished.

Can I update my e-mail and mailing address? How?

Yes. To notify us of an address change, please contact the Card Services number on the back of your card. At this time, the only personal information you can update online is your primary/secondary e-mail addresses and telephone numbers. Keeping your e-mail, phone numbers, and mailing address current is very important because all card services, such as notifications, password retrievals and assistance are provided in these formats.

Search for Savings

I forgot my password. What should I do?

No problem. Go to the web address located on the back of your card and click on the “Forgot Username/Password?” link. You will be prompted to enter either your card number, username, or email address. A secure email will be sent to the email address we have for you on file. If you no longer have access to that address, contact the Card Services number located on back of your card.

How do I search for discounts?

Log in to the web address located on back of your card and click the “My Discounts” tab to find savings. You can find savings using any of the following options:

The QuickSearch: The fastest way to find discounts is conveniently located on almost every web page, and only a zip code location is needed to display participating businesses and their offers that are nearest to you.

The Advanced Search: Our robust, yet user-friendly search engine is designed to help you narrow-down and refine your search. This tool includes options not available from the QuickSearch, including the following: select a location from drop-down lists, search multiple categories, search for words or phrases, apply various filters, and more!

Savings by Category: View a list of national businesses offering discounts on their products or services. No matter where you are, or plan to be, these offers will save you money. Each page also defines the category and allows you to search for local offers in this category.

Grocery Coupons: Search thousands of digital coupons from the nation's top brands and manufacturers and watch the savings add up.

Product Search: Search by product description to compare prices among thousands of online providers. You'll discover member-only deals, plus many more offers – all in one convenient location.

Web Site / Technical

Which web browsers and computers work best with this site?

Our site is best viewed using the latest versions (Mac or PC) of Firefox, Safari, Chrome, and Internet Explorer.

How can I report problems or make suggestions about this site?

Just contact us at suggestions@weareics.com and tell us! We appreciate users who inform us of problems and recommendations so we can improve the site for the best user experience!

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