

USIO/Akimbo: Client & Customer FAQ

1. Where do I check my card balance?

Customer registers with a phone number and will receive a text message to card link. This link will display current balance. In addition:

- Scan the QR code on the back of each card.
- Visit www.mobilemoney.net, or use this direct link:
<https://www.mobilemoney.net/card-balance/>
- Use the card reader on any kiosk after selecting “Check Balance” during a transaction.

2. What financial institution is issuing the card, and controlling the funding?

USIO is an agent of Sunrise Banks N.A., member FDIC, pursuant to a license from MasterCard International. This is an entirely separate entity from mobilemoney.

3. I have a transaction dispute after using the card, who do I call?

All transaction disputes must always be directly handled between the customer and USIO; no 3rd parties will be accepted. Issues with obtaining a card fall under the purview of MM. Issues with USING the card must be taken up with USIO/Akimbo.

4. Who does my customer call if they have an issue with using a card or completing a transaction?

Contact Akimbo Cardholder customer service

- (855) 449-2273
- www.akimbocard.com
 - Open M-F, no holidays, 5am-5pm CST.
 - 24/7 IVR system for customer balance & recent transactions.

5. Who do we call if we have a card loading, card dispensing or a kiosk/terminal malfunction?

Contact mobilemoney Support

- (888) 414-6866
- support@mobilemoney.net

6. Is this a credit card or a debit card? Do I need a PIN?

The card issued is a Mastercard debit gift card. The PIN of each card will be the last 4 digits of the phone number used to register the card, until the customer chooses their own during card registration. However, PINs are almost never required by the POS for these types of cards.

7. I lost my card. Can I transfer funds to a new card or freeze the amount?

If a card is registered online prior to being misplaced, a replacement card can be mailed. If not, cards are treated as cash and cannot be replaced or amounts frozen if lost or stolen. For further information and card registration, visit:

<https://app.akimbocard.com/app/#/mobilemoney/login>

8. What is the maximum amount that a customer can load onto a card?

Up to \$1000 per card can be loaded. Up to \$2000 can be loaded per phone number, per day.

9. What if a vendor does not accept MasterCard?

The card is only viable with merchants that accept MasterCard.

10. How do I view my past charges on the card?

As part of the user interface, each customer will register their mobile number and receive an SMS message. This message will have a hyperlink to view the current balance online.

Customer may also refer to Cardholder services (855) 449-2273, visit

<https://app.akimbocard.com/app/#/mobilemoney/login>, or download the mobilemoneyinc App from Apple Store or Google Play store and register the card.

11. Why does my card have insufficient funds?

The card does not have enough funds to complete the transactions. It is possible a transaction from a previous merchant will have a 'pre-authorization' hold amount on the card preventing further money to be spent. Customer can contact Cardholder Customer Service (855) 449-2273 to confirm if a hold is present.

12. My card is showing a 'pre-authorization' hold on my card, what does that mean?

Certain vendors point of sale system (such as RCS, Food/Bev vendors, or pay at the pump gas stations), will have a 'pre-authorization' hold amount on the card preventing further money to be spent. Customer can contact USIO/Akimbo to inquire about pre-authorizations and holds on their funds, (855) 449-2273.

13. Why can't I make online purchases with my card?

Many online vendors will not allow a Prepaid card for certain payment types. If the online purchase requires installments or a payment plan, then the transaction will not be approved. Prepaid cards can only be used for one-time/final transactions when purchasing online.

14. Can I reload a card after I have registered it?

Cards CAN be reloaded electronically with additional funds once registered. The customer can link the card to other accounts and move funds as desired. Cards are one time cash load so additional cash funds cannot be reloaded to an existing card.

15. How do I register a card?

Use <https://app.akimbocard.com/app/#/mobilemoney/login> for online registration. OR download our brand new app: [mobilemoneyinc](#) can now be found both on the Apple Store, Google Play, or with this phone link: <https://payauth.io/consumer/store/download>. Register your card and transfer funds within minutes of obtaining!