

# HOW TO USE YOUR INTERNET CARD

## 1. Activate your card - REQUIRED

When you activate your card, \$360.45 will be available for immediate use. Call **855-274-9934** and be ready to enter your 16- digit card number, the card expiration date (identified as “valid thru” and the month/ year); and the security code on the back of your card. See example.

Set your personal information number (PIN) and make note of the number for future transactions. If someone else makes unauthorized purchases using your card or PIN, the City of Portland cannot replace missing funds. Your pin can be changed over the phone.



Card number

Expiration date

## 2. Register your card

To register, provide your name and address to the bank securely at [www.usbankrewardscard.com/web/usbankcorporaterewards/login](http://www.usbankrewardscard.com/web/usbankcorporaterewards/login) or **855-274-9934**.

This is required for internet, phone and mail transactions, but is OPTIONAL for in-person purchases. This is because most sellers check the billing information you provide with bank information associated with the card. Consider registering to prevent your exposure to COVID-19 while purchasing.

To learn how the bank handles your personal information, consult their privacy policy at [www.usbank.com/about-us-bank/privacy](http://www.usbank.com/about-us-bank/privacy).



Security code

## 3. Decide how to spend the funds

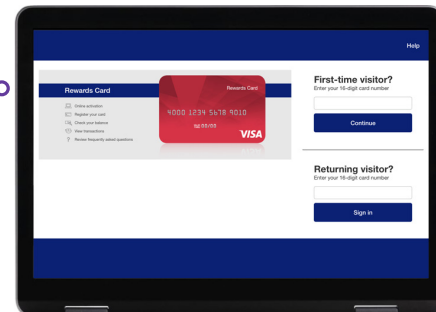
Remember that you made a pledge to use these funds for internet connectivity technology needs.

You cannot reload your card, sell it, nor use it to take money out of an ATM. You can use it to pay or prepay. Read your card agreement. By signing and using your card you are accepting its terms.

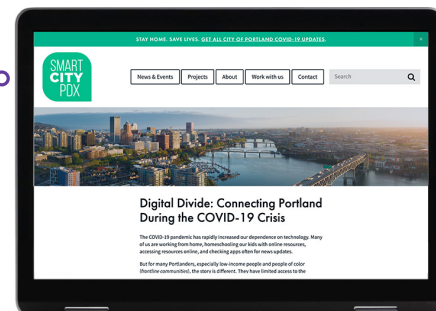
**Pay** - Use your funds to pay when you receive a service bill, or for multiple purchases as needed.

**Prepay** - If the seller allows it, set up a payment method to cover multiple bill cycles. This means you pay ahead for up to the value of the card, which usually means you could use the value of the card in a single transaction.

Bill pay or bill prepay can be for an existing or current internet connectivity bill and/or a new service.



Enter the 16-digit card number to get started



More info here

*If you would like information about accessible internet services that accept your card based on your current needs look for training resources at:*

[www.smartcitypdx.com/covid-19-digital-divide-response](http://www.smartcitypdx.com/covid-19-digital-divide-response)

# INTERNET CARDS

## FREQUENTLY ASKED QUESTIONS

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### Q: What type of card is this?

A: It's a non-reloadable, Visa debit card (not credit). Despite its name, it is not affiliated with any rewards program.

### Q: When does my card expire?

A: **Your card is valid until the last day of the month in the expiration date.** Twelve calendar months after your card is issued a \$3 fee will be charged each month from the existing funds until it expires. This will stop once the money runs out.

### Q: Do my funds expire?

A: Yes. **If there is three years of inactivity in your account the funds may be returned to the Government.** This process is called escheatment. Read more about fees in your card agreement.

### Q: Where can I use my card?

A: Your card is available for use at any retailer within the United States and District of Columbia that accepts Visa debit cards.

### Q: Can the card have a negative balance that I must pay?

A: **This is unlikely**, since any transaction that is greater than the card's available balance will be declined.

### Q: What if the card cannot cover the full amount of my desired purchase?

A: **Ask the merchant to split the transaction** between the remaining balance and another form of payment. You need to indicate how much they should take out.

### Q: How do I check how much money I have left (balance)?

A: Phone | **1-855-274-9934**  
Online | [www.usbankrewardscard.com](http://www.usbankrewardscard.com)

### Q: Where do I report a lost or stolen card?

A: Call 855-274-9934 immediately. **Replacement cards are \$15** and this fee is deducted from any remaining balance. Please keep your card and PIN information safe. You will be required to provide your name, the card number, and the relevant transaction history.

### Q: I live with disabilities, can I call the bank?

A: **Yes**, they accept relay calls.

### Q: What non-English accommodations does the bank offer?

A: The Card Services department includes options in Spanish over the phone. The US Bank phone app allows you to personalize your experience in Spanish, but not all information is available. **Where language/culturally specific support is unavailable, consult with the organization that gave you the card.**

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## QUESTIONS?

For further assistance, contact us at [connectingportland@portlandoregon.gov](mailto:connectingportland@portlandoregon.gov)