

# KINGSTON

Your card is pre-registered. Follow these easy steps to **activate**:

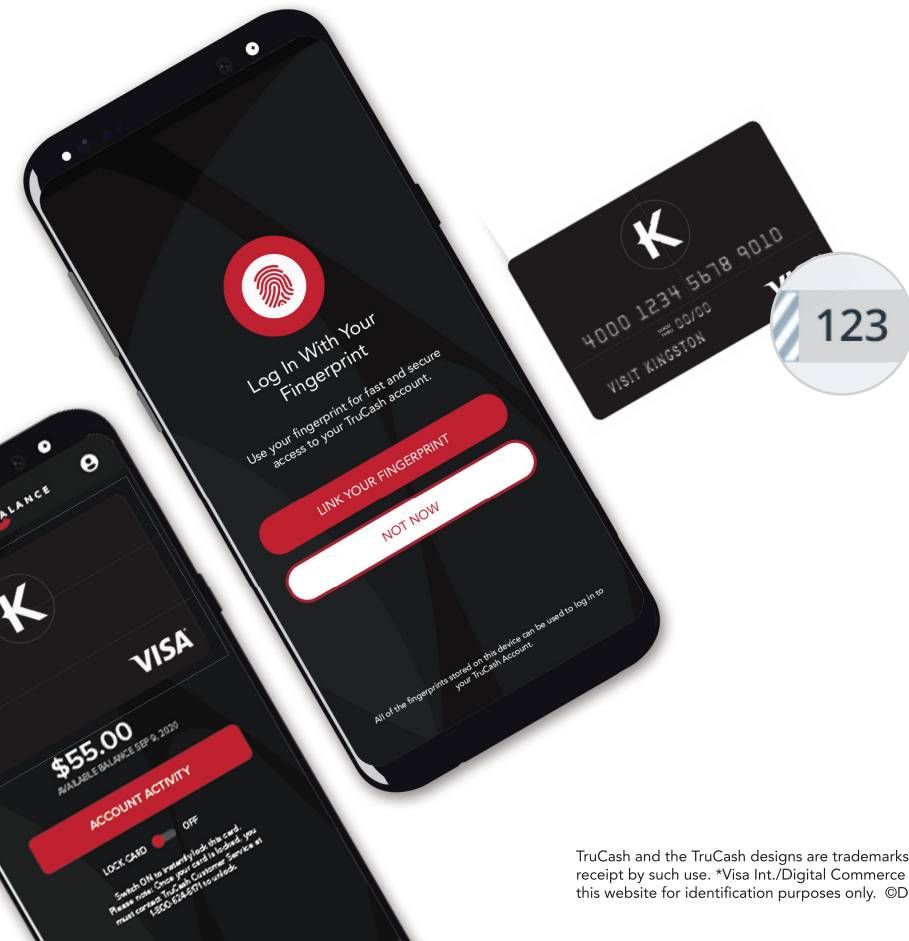
- Visit: **visitkingston.trucash.com**
- Login with your information:
  - 16 digit card number, CVV & Expiry Date
- Your card will be activated and ready to use. Enjoy!

Access your card using the portal or the Kingston Balance Checker App

- Instant access to your card 24/7
- You can check your balance on the go
- Protect your card from fraudulent activity

The Kingston Balance Checker App is available on Google Play or App Store. Download the app to access your account.

- Use your Last 8 digit card number, CVV & Expiry Date
- You can check your balance, transactions or lock your card
- Use Face Recognition or Fingerprint to access app



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## Important information to remember when using your card.

- Ensure card activation steps are complete prior to use.
- This Tourism Kingston Prepaid Visa® Card is a prepaid, stored value payment card. You can only spend the loaded amount.
- **Security:** Funds will be dormant after 3 months of inactivity. Simply use the Balance Checker, Portal or call customer service to re-activate.
- When using your card at any point of sale (POS) machines, you must **swipe** the card through the terminal.
- If prompted for an “Account” on the POS machine, please select **Credit Card**, not Debit card or Gift card.
- When purchasing gas, payments must be made **in-store with the cashier**.

**Important:** Do not use your card to pay at the gas pump. Most pumps do not accept prepaid Visa cards.

- If a purchase amount **exceeds** the available balance, the transaction will be declined, it must be processed as a **split payment**. When making a partial payment with your card, you should:
  - Always check your available balance
  - Let the merchant know that you would like to split the payment
  - Advise the merchant of the amount you would like applied against your card.



## We are here to help!

### Speak to our representatives

Our TruCash customer service representatives are standing by.

Call: **1-800-624-6171**

Monday - Friday: 9AM to 5PM EST

### After Hours Help

Our Interactive Voice Response (IVR) system is available 24/7 to check your card balance.

### Frequently Asked Questions

Visit the FAQ page on:

**[visitkingston.trucash.com](http://visitkingston.trucash.com)**

Need additional assistance?

Please send us an email at:

**[mycitycard@trucash.com](mailto:mycitycard@trucash.com)**