



Frequently Asked Questions (FAQs)

GENERAL

1. Where can I use my Juice Card?

- Anywhere Mastercard© is accepted.

2. Is there a Juice Mobile App?

- Yes, download the Juice Financial App from the App Store© or Google Play™.

3. I have a digital Juice Card (virtual card) in my mobile app and cardholder portal. How and where can I use it?

- You can use your virtual card anywhere that accepts mobile payments – in stores, online, pay in apps. Be sure to add your virtual card to your Apple, Samsung, or Google wallet.

4. Do I need a PIN number for mobile payments?

- Some merchants will prompt you to enter your PIN number at the point of sale.

5. When can I expect to receive my Juice Card in the mail?

- You can expect your Juice Card 7-10 business days after your account creation. Keep in mind that once you activate your physical card, you will need to update your virtual card in your mobile wallet.

6. If my Juice Card is expiring, when can I expect to receive my replacement card?

- You can expect your replacement Juice Card in the mail 30-45 days prior to the expiration date.

7. When I receive my Juice Card will I need to activate it and load it into my mobile wallet?

- Yes, you will need to call the toll-free number on the activation sticker on your Juice Card to activate it and set up your PIN.

8. What if my Juice Card is lost or stolen?

- Please call Juice Financial customer service immediately to report your card lost/stolen using the toll-free number in the cardholder portal or in the mobile app under the “Support” menu option. 1-855-687-2114 You can also lock your card in the mobile app under settings if you think it is misplaced.

9. Does my Juice Card come with an account and routing number?

- Yes, your Juice Card has a unique account number that can be used to deposit funds into the account from other pay sources.

10. Will my Juice Card remain active if I no longer work for the company that issued it?

- Yes, your Juice Card and associated account is portable and belongs to you.

11. Who should I call if I have paycheck or direct deposit questions?

- Please contact the PrestigePEO payroll department PayrollLeadership@prestigepeo.com or call 516-692-8505.

12. I have an existing PrestigePEO paycard, do I have to cancel this card and get a new Juice Card?

- No, you can continue to use your existing paycard or you can enroll in the new Juice Card.

ACCESS TO FUNDS

1. Can I use my Juice Card at a POS to get cash back?

- Yes, if the merchant offers cash back, you can use your PIN number to get cash back.

2. Can I get cash at an ATM?

- Yes, you can get cash at any ATM that accepts Mastercard®

3. Can I get cash at a Bank?

- Yes, you can walk into any Mastercard© member bank and request cash from the account via the bank teller. You will need to know your balance, have a valid ID, the physical Juice Card, and your PIN.

4. Where can I find the transaction limits for my Juice Card and account?

- Log into your Juice Card account via the Mobile App or Website. Go to “Settings>Policies & Terms>Cardholder Agreement.”

5. Can I transfer funds to a friend that also has a Juice Financial account?

- Yes, you can transfer funds using the Mobile App or Cardholder Portal. Use the “Ask Friends” option under “Add Funds.”

6. Can I use my Juice Card for subscriptions?

- Yes, as long as you have funds available at the time of your monthly payment, you can use your Juice Card for monthly subscription deductions.

MANAGING FUNDS

1. How can I check my Juice Card balance?

- Check your balance for free using the Juice IVR, Mobile App and Cardholder Portal (Website).

2. Is my username the same for the Mobile App and Cardholder Portal?

- Yes, your username is the same for both.

3. What should I do if I am locked out of the Cardholder Portal?

- Call Juice Financial customer service for assistance.

DISPUTES AND ERRORS

1. I found an unauthorized transaction on my account. What should I do?

- Call Juice Financial customer service for assistance, 1-855-687-2114. An agent will review recent transactions and help you file a claim. A new card will be sent to you in the mail or virtually.