

Important Contact Information

Rogers Prepaid MasterCard®

Website: www.rogers.com/prepaidcard or call

Rogers Prepaid MasterCard Customer Care – **1-888-705-3388**

suretap™ wallet Support – 1-888-ROGERS1

Frequently Asked Questions

What is the suretap™ wallet?

The suretap™ service is a quick and secure way to make payments using your Rogers smartphone. Instead of fumbling for cash, quickly pay for small purchases, up to \$100, at the coffee shop or grocery store via your compatible Rogers device.

The suretap™ wallet is a new mobile application from Rogers that allows you to manage multiple cards and pay with them, all from your phone! All you need is a suretap™ ready device and a suretap™ SIM card and you are ready to go.

How do I add the Rogers Prepaid MasterCard to the suretap™ wallet?

You can add payment to the Rogers Prepaid MasterCard in your suretap™ wallet by going to the Card Store. It can be accessed by selecting the “Add/Edit Card” button within the Home Screen or by selecting Card Store within the main menu.

You will then need to apply for a new card by providing your name, last name, and date of birth. After you submit the application, the personalized card will be displayed in your suretap™ wallet.

Please note - You must be 19 or older to apply for a Rogers Prepaid MasterCard.

The Rogers Prepaid MasterCard is issued by Peoples Trust Company pursuant to licence by MasterCard International.

Will I earn interest, or improve my credit score by using my Rogers Prepaid MasterCard?

No. Using the Rogers Prepaid MasterCard will not enhance or improve your credit rating. No interest, dividends or other earnings or returns will be paid on the funds you load onto your prepaid MasterCard, and the funds on your prepaid MasterCard are not insured by the Canada Deposit Insurance Corporation (CDIC) or by any other federal or provincial agency.

Can I have more than one Rogers Prepaid MasterCard®?

No. You are restricted to one Rogers Prepaid MasterCard per person.

Can I give my Rogers Prepaid MasterCard to someone else?

No. You may not sell, assign, or transfer the Rogers Prepaid MasterCard to a third party.

How do I top up my Rogers Prepaid MasterCard?

Your Rogers prepaid card may have a zero dollar balance when you originally activate it. To begin making mobile payments with the Rogers Prepaid MasterCard, you will need to add funds to it from a valid credit card. This can be done by selecting 'Top up' after selecting the Rogers Prepaid MasterCard in your suretap™ wallet. To complete the top up, you will be required to enter your credit card information, which can then be saved securely for any future top ups.

How do I remove or change my funding source information for my Rogers Prepaid MasterCard?

To change the saved credit card information you are using to top up the Rogers Prepaid MasterCard, you will need to go into Settings within the suretap™ wallet Main Menu and select "Saved Card Information". Next, select the card you'd like to edit or remove and follow the on-screen instructions.

Why is my mobile payment failing?

Please ensure the following criteria are in place before making a mobile payment with your suretap™ wallet:

- The POS terminal you are paying at accepts contactless payments. Ask the merchant to verify.
- The merchant understands the type of transaction you wish to make (credit versus debit).
- The purchase you're trying to make is under \$100 (including tax). The maximum permitted transaction value may vary depending on the retailer (some limit contactless purchases to \$50).
- You have sufficient funds on your prepaid card to pay for the item you want to buy.

If all the above conditions are met, please contact Customer Service at 1-888-705-3388 for more information.

What should I do if lose my phone?

Should you lose your phone (that has the suretap™ wallet installed on it), please notify your financial institution immediately and then call Rogers at 1-888-ROGERS1 to suspend your wireless service. We ask that you see the suretap™ wallet application as a 'regular' wallet – and treat lost/stolen phones similarly.

Does it cost anything to use suretap™?

There is no cost to download the suretap™ wallet application or to tap your phone to make a mobile payment in-store – it acts similarly to a plastic contactless card. Using suretap™ to perform a transaction does not require any data.

For the Rogers Prepaid MasterCard®, a monthly maintenance fee of \$2.50 will be deducted from your balance. A top up fee of \$2.00 will also be charged when you add funds to your Rogers prepaid card balance. Other fees may apply. For more details, please refer to the Cardholder Agreement on our website www.Rogers.com/prepaidcard.

Are suretap™ mobile payments secure?

Mobile payments using the suretap™ service can be more secure than using a plastic card. Not only can you set multiple levels of passcodes before access to the wallet is given, but it only transmits information when you put the wallet into Active or “Pay” Mode. Rogers does not collect any data on where you shop or what you buy while using the suretap™ service. Use the suretap™ service with select devices confidently, knowing that every transaction receives the same fraud protection as a contactless credit card, and secure encryption technology adds to the layers of security already in place.

What is the balance I am allowed to reach on my Rogers Prepaid MasterCard and do any restrictions apply?

Upon activation of your Rogers Prepaid MasterCard, it will be in restricted mode. This means the maximum balance you may have on the card is \$200. You are also limited to 2 top ups per month. However, upon completing the Prepaid Card Registration Process, you may use the prepaid card in unrestricted mode, meaning your card limit will be raised to \$500 and the maximum number of top ups will increase to 15 per month. For more details please refer to: Cardholder Agreement on our website www.Rogers.com/prepaidcard.

How do I complete the full Rogers Prepaid MasterCard registration (so I may use it in unrestricted mode)?

There are two ways you can complete the Rogers Prepaid MasterCard Registration:

1. Log into the prepaid card website (www.Rogers.com/prepaidcard) and click on the “Click here to complete your registration” link.
2. You will be automatically prompted to complete the Rogers Prepaid MasterCard Registration within your suretap™ wallet upon reaching the limits of restricted mode.
 - a. You are allowed to perform 3 top ups or complete a cumulative amount of \$250 worth of top ups.

Can I use my Rogers Prepaid MasterCard® overseas?

Yes, you can use the Rogers Prepaid MasterCard anywhere that MasterCard Paypass™ is accepted. International transactions come with a conversion fee of 2.5% of the transaction total.

How can I delete my card?

Your Rogers Prepaid MasterCard can be deleted from your suretap™ wallet by selecting the card and then going into the Action Menu and clicking “Delete Card”. You will be prompted to enter your suretap™ wallet passcode before you can delete the Rogers Prepaid MasterCard. Please note that by deleting the Rogers Prepaid MasterCard you will cancel the card account.

I’m transferring responsibility of my account to someone else, what should I do with my Rogers Prepaid MasterCard?

If you are transferring responsibility of your Rogers mobile subscription, we advise that you delete the suretap™ wallet and the Rogers Prepaid MasterCard from your device before you transfer the responsibility.

Otherwise your account will be cancelled.

I’m changing my device, phone number or SIM card. What happens to my Rogers Prepaid MasterCard?

If you change your device, your Rogers phone number (with a different eligible Rogers phone number) or if you replace your existing NFC SIM card, your prepaid card will remain locked until you answer the security question when trying to access the prepaid card in the suretap™ wallet. Please note that your prepaid card account will be cancelled after 60 days from the moment you change any of the above criteria.

We advise that you answer the security question presented to you when trying to access the prepaid card from the suretap™ wallet shortly after you change your device, phone number or SIM card. By correctly answering the security question, you will be able to use the prepaid card again.