

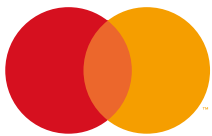
# Welcome

Here you will find all important information about your Bezahlkarte.



## What changes for me?

- You will no longer receive your (money) benefits as cash or transfer
- Instead, you will receive a **free Bezahlkarte**



## Where can I pay?

- In almost all stores
- Look for the orange / red Mastercard® sign
- The card only works in your authorized area of residence (postal codes)
- Activation for additional areas for official appointments is possible

## How much money do I have on the card?

- Log in on the website [meine.bezahlkarte.eu](https://meine.bezahlkarte.eu)
- Enter your **card ID and PIN**  
(these can be found on the letter with the card)
- Now you can see your balance and transactions



## How can I pay?

- Insert the card or place / tap the card on the device
- Enter the PIN (PIN on the letter with the card – 4 numbers)
- After three incorrect PIN entries on the device, your card will be blocked
- Unblocking can be initiated at [bezahlkarte.eu](https://bezahlkarte.eu)



## What is not possible?

- Payments outside your region (postal codes)
- Cashing out the entire balance
- Shopping online (except for ÖPNV)
- Transfers to unauthorized recipients

## How do I get cash?

- On the website [meine.bezahlkarte.eu](https://meine.bezahlkarte.eu) you can view your cash withdrawal limit
- You can withdraw money at many stores at the register and at ATMs



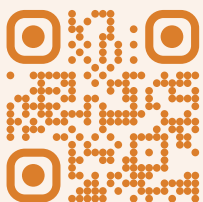
## What should I keep in mind?

- You are responsible for your card
- Keep your card safe
- Keep your personal identification number (PIN) confidential
- In case of loss / theft or similar:  
block your card immediately
- You are liable in cases of intent or gross negligence

## What can I do at [meine.bezahlkarte.eu](https://meine.bezahlkarte.eu) and in the app?

- You can view your balance
- Access a complete overview of your transactions
- Receive an overview of your limits and restrictions
- Read information about your payments & rejections
- Block and unblock your card independently
- Transfer money to approved recipients
- **Important:** After three incorrect PIN entries, your login will be locked. Locked logins are checked several times a day for potential misuse and may be unlocked if appropriate

# Useful Information



## Where can I download the app?

You can also manage your Bezahlkarte via the app:

- Scan the QR code or
- Download the Bezahlkarte app from the Apple App Store or Google Play Store: [bezahlkarte.eu/app](https://bezahlkarte.eu/app)



## Where can I get help?

- A chatbot in your language is available for assistance
- To block the card: call the blocking **hotline 116 116**, available in German and English
- **Phone chatbot** available at **+49 (0) 8161-9654-300**
- Open the chatbot on the website at [meine.bezahlkarte.eu](https://meine.bezahlkarte.eu) under the „Support Chat“ tab