

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
- Enter your **card ID and PIN**
(these can be found on the letter with the card)
- Now you can see your balance and transactions



What is a PIN?

- The PIN is the 4-digit number that helps protect the card.
- You can find your PIN on your letter with the card printed under the Bezahlkarte:



When is the PIN needed?

- The PIN is needed...
 - ... if the purchase value exceeds €50 or
 - ... you have already paid 5 times without a PIN by simply tapping the card or
 - ... you have already paid over €150 by simply tapping the card.
- Under **meine.bezahlkarte.eu** in the transactions, you will see the reason for rejection: "Your payment was declined because PIN entry is required. You must insert the card into the terminal after every 5th payment or when a total sum of €150 is reached."
- Pay again by inserting the card and entering your PIN. Afterwards, you can pay 5 times or a total of 150 € without inserting the card and without PIN, as long as the purchase amount is under 50 €.

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



What is not possible?

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

How do I get cash?

- On the website meine.bezahlkarte.eu you can view your cash withdrawal limit
- You can withdraw money at many stores at the register and at ATMs



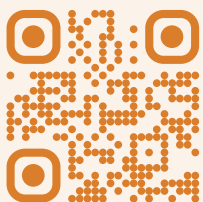
What should I keep in mind?

- 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 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



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 under the „Support Chat“ tab