

Cardholder User Guide

The card

You receive one envelope containing the payment card. Please save the letter that the card is fastened to. The letter contains important information including the customer ID (Kund ID) that is necessary in case contact with Paygoo Direct is needed. You also need the customer ID to block the card or to check the balance or transactions online.

Once the card is received, please notify the issuing authority so the card can be activated for use.

PIN

The PIN will be given to you by the authority who issued the card to you. The PIN can either be provided on paper or in an e-mail. Please remember to keep your PIN safe – do not share the PIN for the card with anyone.

The PIN is also used as a password for the Paygoo Direct self-service portal on <https://direct.paygoo.se/>

How to use the web portal

You access the self-service portal on <https://direct.paygoo.se/> - choose "For Cardholders" and "Handle Card".

Through the portal you can see the card balance, see transactions on the card and block the card (if it is lost).

In order to use the self-service website, you need the customer ID printed on your card (on the back in the top right corner) and the PIN.

Cash withdrawals rules

The card can be used for cash withdrawals in ATMs, however there is a limit of 2.000 SEK pr day.

Limits to spending on card

The card can be used in stores in Sweden where Mastercard is accepted. The card cannot be used online.

The following transaction types are restricted on the card:

- Money transfer
- Payments to financial institutions
- Payments to video tape rental stores
- Betting, wagering, lottery, gambling tickets or chips

Paygoo Direct customer support

If you have any issues with the card, you can contact Paygoo Direct customer support through e-mail Direct@Paygoo.se or through the online contact form on <https://direct.paygoo.se/>

When contacting the support team, you will be asked to provide the customer ID from the card.

Please note: Paygoo Direct cannot reissue the PIN to you. Only the issuing authority can do so.