

my GM Partner Perks

EY Card FAQs



Where can I use my EY Card?

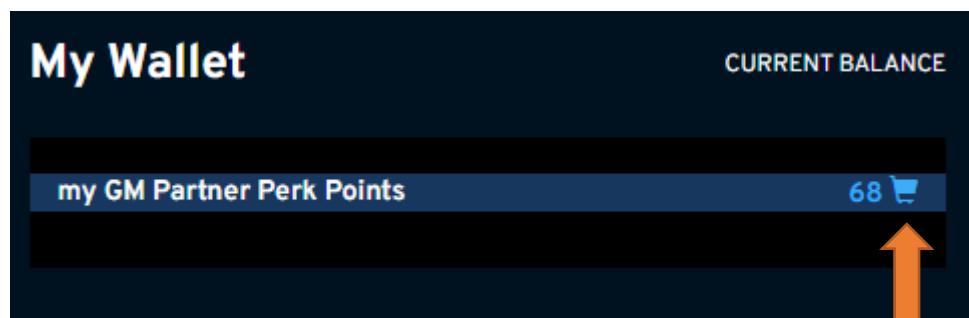
- Need a list of all merchants that accept the EY Card? Go to www.eycardonline.com
 - Easy access – no login needed
 - See where you can use your card:
 - In-store
 - Online
 - Dining out
 - Traveling
 - And more!
 - NOTE: my GM Partner Perks members can also use the EY Card at:
 - VeriFacts (for the Collision Repair Network fee)
 - OEC (annual one-time CollisionLink Plus and/or RepairLogic subscription payments)
 - Society of Collision Repair Specialists (membership and renewal payments)
 - ACDelco 1Store

What can I do at <https://www.myprepaidcenter.com>?

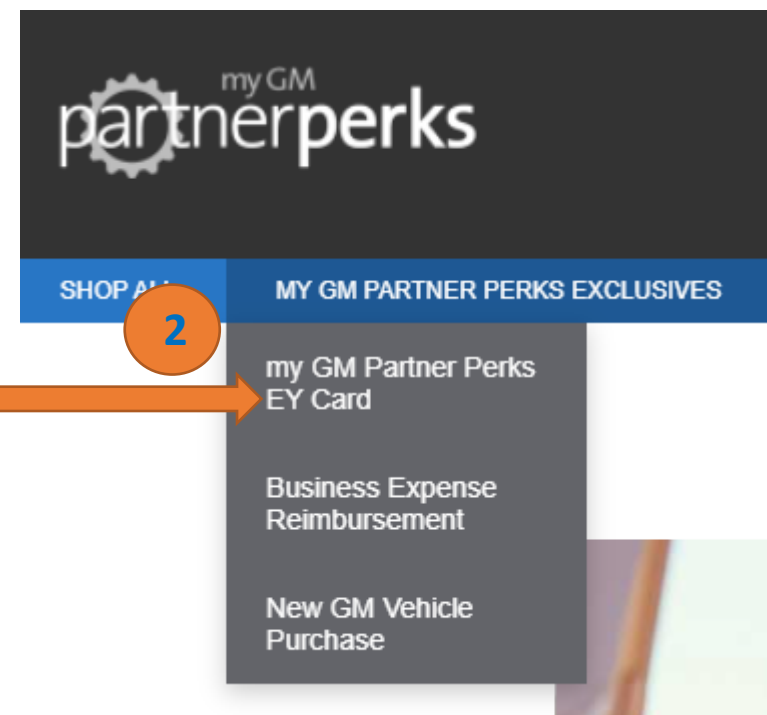
- My Prepaid Center is your one-stop-shop for Card management
 - IMPORTANT!
 - ★ • DO type this URL into your browser: <https://www.myprepaidcenter.com> (requires login)
 - ★ • DO NOT go to Google (or another search engine) and type in “my prepaid center”
 - Doing so could take you a fraudulent website designed to look just like the real thing
 - What can you do
 - Activate new card
 - Access card features and benefits
 - View transaction information
 - View balance
 - View current list of merchants
 - Subscribe to email or text alerts for transaction activity
 - ★ • We HIGHLY recommend that you sign up for alerts so you can act quickly if an unexpected transaction occurs.

How do I get an EY Card?

- To receive an EY Card, you must transfer points from your wallet to the EY Card
 - Minimum transfer amount of 25 points
 - 7-10 business days to receive card in the mail



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Will I get a new card each time I transfer points?



- No, the EY Card is reloadable
 - After the card is received, points transferred from wallet to EY card will go to that card
 - You will need to transfer points each time – there is no automatic transfer
 - Transfers after the card is received happen within 2-3 business days (usually 1-2 days)

How to use the EY Card

- It's helpful to check www.eycardonline.com before venturing out or online to shop
- Remember to check your card balance before shopping
- If swiping the card at a register:
 - Always choose Credit
 - Even though the card has a "debit" logo on it.
 - If you are asked for a PIN, bypass that screen using the appropriate keypad button (often a red **X**)
- If your card is declined:
 - Call the card services number on the back of the card for assistance
- PLEASE NOTE: The EY card cannot be used to purchase gift cards or to pay for recurring subscriptions (example: monthly or quarterly recurring payments)

Using award points for re-enrollment

- If you would like to use your Partner Perks award points to pay for re-enrollment:
 1. Transfer points from your wallet to your EY Card
 2. At time of payment for re-enrollment, choose Mastercard as the card type and enter the EY Card number

EY Card expiration

- Cards do have an expiration date. If a balance exists at expiration, a new card (with the same card number) will be generated
 - If a card expires, you will need to make a transfer of points to get a new card
 - That new card will have a new number