



## MASTERCARD RULES AND RESPONSIBILITIES FOR FACE-TO-FACE CASH DISBURSEMENT TRANSACTIONS

Dear Cardholder:

Please know that you are allowed to withdraw the cash from your ClinCard Prepaid Mastercard® at any Mastercard-associated financial institution with teller service without having to pay a surcharge or fee for this service.

Bring your card and a government-issued identification with you to any Mastercard-associated financial institution with teller service, regardless of whether your card is personalized with your name.

- All branch locations with tellers are required to provide cash disbursements per their agreement with Mastercard
- You should not be referred to an ATM for this service
- You should not be charged a fee for this service by the bank teller

Please call Customer Service at the number on the back of your card if you have any further questions. As always, thank you for using your ClinCard.

Sincerely,

Your Greenphire Team



### ATTENTION BRANCH TELLER

This is a face-to-face cash disbursement transaction that Mastercard member financial institutions must honor on all valid Mastercard cards, whether the card is embossed or unembossed, personalized, or not personalized with the cardholder's name. No surcharge or fee should be added to the transaction amount.

Mastercard customers must comply with these procedures.\*

# BRING YOUR CLINCARD AND ID TO THE BANK.



EXAMPLE OF MASTERCARD PREPAID CARD

Questions?  
Please call the number on  
the back of your card.

The card is issued by The Bancorp Bank pursuant to license by Mastercard International Incorporated. The Bancorp Bank; Member FDIC. Mastercard and the Mastercard Brand are registered trademarks of Mastercard International Incorporated.

The card may be used everywhere Debit Mastercard is accepted.

\*Face-to-face cash disbursement transaction procedures are summarized in *Global Operations Bulletin* No. 2, 31 January 2017. ©2017 Mastercard