

### **What is an Avigilon Plus Champions Visa® Prepaid card?**

The Avigilon Plus Champions Visa Prepaid card, is a reloadable card which your incentive earnings will be loaded on to. Your new reloadable card provides added security and enables you to use your funds in more places, both in-store and online.

### **Who will receive the new reloadable Visa Prepaid card?**

Once you have registered for an Avigilon Partner Resource Center login, at [partners.avigilon.com](https://partners.avigilon.com), visit the Champions Reward Portal to complete your registration profile. All approved users will be issued the reloadable card upon first payment.

### **How do I get my new card?**

Upon completion and approval of your registration profile, you will be eligible to receive an Avigilon Plus Champions Visa Prepaid card. Once you complete and get approval on your first invoice claim, you will receive an email from [notification@360digitalpayments.com](mailto:notification@360digitalpayments.com) with a link you must click to order your card. You will be redirected to [360digitalpayments.com](https://360digitalpayments.com) and asked to confirm your address. Once you have confirmed your address, your card will be sent to you by ground mail, please allow 7-10 business days for the card to arrive.

## ABOUT THE RELOADABLE CARD AND ACTIVATION

### **Do I need to activate my card?**

Your card will be active when it arrives; visit [360digitalpayments.com](https://360digitalpayments.com) to create a Digital Wallet, confirm your address on file, and retrieve your PIN.

### **What is a “Digital Wallet”?**

If you receive multiple payments, you are required to create a password-protected Digital Wallet. This will allow you to view and manage all your reloadable card activity, including transaction history, card balance and profile information.

### **What is the process for loading funds to my card?**

Funds will be issued as per the standard payout schedule. After your card has been ordered and you have funds ready to load to your card you will receive an email from [notification@360digitalpayments.com](mailto:notification@360digitalpayments.com) with a link you must click to load funds to your card.

### **Does my new Visa Prepaid Card expire?**

Yes. Pay close attention to the expiration date printed on the front of the card. The card is valid through the last day of the month shown on the front of the card.

### **Will a new card automatically be issued after expiry?**

The reloadable card has a 5-year expiry. A card will be automatically renewed if there has been load activity within the last 6 months or the balance remaining on the card meets the minimum requirement of \$50. If the card expires and does not meet these requirements, please call Cardholder Services at 1-866-230-3809 to request a new card.

### **How can I keep my card safe?**

Please review the [Prepaid Card Safety Bulletin](#) for tips on how to keep your card safe.

# TRANSACTIONS AND TRANSACTION HISTORY

## **Where can I see my transaction history and check my balance?**

You can view your transactions, print your transaction history and check your balance online by visiting [360digitalpayments.com](https://360digitalpayments.com). Alternatively, you can call 1-866-230-3809 for balance and transaction inquiries. Live agents are available 24 hours a day, 7 days a week.

## **Where can I use my card?**

Use your card like a debit or credit card anywhere in the United States, by using it in stores, online, in restaurants, over the phone and for mail-in payments. You can even add it to your favorite retailer, service or fast food mobile app as a payment method.

## **How do I use my card online?**

You'll need your 16-digit card number, the expiration date and the security code. Most web merchants perform address, zip code and/or name verification during checkout. Please be sure the address we have on file for you is up to date. If you move or need to make an address change, please contact the Program Support Team.

## **Can I get cash from an ATM or bank?**

Use this card for cash at any ATM or bank that displays the Visa brand. You can retrieve your PIN at the website or toll-free number found on the back of your card. ATM operator and/or bank fees apply, please check the back of the card or review the cardholder agreement for fees.

## **Can my card be used for "Pay at the Pump" gasoline transactions?**

No, however you may present your card to an attendant inside the station.

## **How do I purchase an item that costs more than the balance on my card?**

If your purchase is more than your card balance, first ask the merchant if they accept split transactions. If they do, inform them of the exact amount left on your card to be charged. When this has been processed, pay the remaining balance with another form of payment.

## **I returned an item that was purchased with my card. When will the credit be reflected on my account?**

Allow up to 10 business days for refunds to appear on your account.

# WHO TO CONTACT IF...

## **For general questions about the Avigilon Plus Champions Program**

Please contact [partner.program@avigilon.com](mailto:partner.program@avigilon.com) or visit [avigilon.com/plus-champions](http://avigilon.com/plus-champions)

## **You did not receive your card**

Please contact the Avigilon Plus Champions Program support team by email at [avigilonpluschampions@360incentives.com](mailto:avigilonpluschampions@360incentives.com) or by phone at 1-877-562-9628.

## **Your card is lost or stolen**

Report a compromised card by calling Cardholder Services at 1-866-230-3809. Your card will be closed and blocked from future purchases. We will reissue you a new card for the unused balance less a card reissue fee, see fee schedule for details.

## **Your card has a negative balance**

Any authorization request that is greater than your card's available balance will be declined. However, there can be times when a merchant completes a transaction without prior authorization. If an overdraft occurs, you will be required to make a payment to Cardholder Services to cover the negative amount.

Payments should be sent to:

Cardholder Services  
PO Box 5109  
Buffalo Grove, IL 60089

## **You have any other questions regarding your new card**

For any other questions you may have regarding your new card, please visit [360digitalpayments.com](http://360digitalpayments.com) or contact Cardholder Services at 1-866-230-3809.