

## Visa Bank Teller Service

# Take This Notice and Your Card With You to the Bank

Examples of Visa prepaid cards



**In Brief:** Visa prepaid cardholders are allowed to withdraw the cash from their prepaid card.\* **This is a manual cash disbursement that Visa Member Banks must honor on all valid Visa cards whether the card is embossed or unembossed, personalized or not personalized with the cardholder's name.** No surcharge or other fee should be added to the transaction amount. Do not refer cardholders to ATMs for service.

### **Important Note: Visa Prepaid Card Programs Are Expanding**

The use of Visa prepaid cards distributed by corporations and government/state agencies to disburse wages, benefits, and corporate incentives is expanding quickly as Visa Members and business partners introduce new prepaid programs. These cards provide significant benefits to Visa Member Banks, their corporate and government clients, and consumers.

The Visa U.S.A. Inc. Operating Regulations require that members authorized to provide cash disbursements make manual cash disbursements to other issuers' Visa cardholders, even if the cardholder does not have an existing banking relationship with that member.\*

Members are reminded that manual cash disbursements require only one piece of positive identification (such as a valid passport, driver's license or government identification card with picture) to validate the cardholder's identity. The signature on the Visa card must also be compared with the signature on the transaction receipt.

**Members are reminded that they must comply with this requirement and all other requirements of the Visa U.S.A. Inc. Operating Regulations concerning manual cash disbursements.\***

**Attention Cardholder:** *If you are unable to get cash from your prepaid card at a bank branch that accepts Visa, or if you are charged a withdrawal fee in error, please call the toll free number on the back of your Visa prepaid card.*

\*Certain conditions may apply to cash disbursements in accordance with Visa U.S.A. Inc. Operating Regulations and Visa Prepaid Card program guidelines.

