

How to Set Up Direct Deposit

You must set up direct deposit by providing your bank account information. You can do so online using Cardholder Web Services at www.cardholder.comdata.com. There is a 10-day pre-note waiting period to set up direct deposit. Funds from a direct deposit transfer will not be available in your bank account for two business days.

How to Make a Direct Deposit Through the IVR:

You must first set up direct deposit by following the steps above.

1. Dial the IVR at 1-888-265-8228. When prompted, press (3) for Direct Deposit. The IVR will provide your Card balance.
2. After receiving your Card balance, enter the amount you wish to deposit and press (#). Enter the amount without a decimal point. For example, \$100.00 would be entered as 10000# and \$95.32 would be entered as 9532#.
3. The IVR repeats the amount you entered. If the amount you entered is correct, press (1) to complete the transaction. If you would like to change the amount, press (2) to re-enter the amount. If you decide not to deposit money to your personal bank account, press (*) to cancel your transaction.

How to Make a Direct Deposit Through Cardholder Web Services:

You must first set up direct deposit by following the steps above.

1. Access Cardholder Web Services at www.cardholder.comdata.com.
2. Enter your username and password.
3. Move your cursor over Banking on the menu bar and select "Direct Deposit."
4. The Direct Deposit Setup – Set Amount to be left on the Cardholder Account screen will display.

From here you can do the following:

Set or change the amount to be left on your Cardholder Account:

1. Enter the amount in the Amount field and click "Save." The set amount to be left on the Cardholder Account will display on the screen.
2. Click "Cancel" to return to Cardholder Information. NOTE: The pre-note waiting period and automated direct deposit set up process must be completed before funds can be transferred. If you receive funds on the Card before these steps are complete, a manual direct deposit transfer will be required.

Change the Automatic Direct Deposit information:

1. Click "Skip" to open the Manage Bank Listing screen.
2. Click the "Edit" or "Delete" button to change deposits already set up.

NOTE: You can have up to nine direct deposit records.

Add a new Automatic Direct Deposit Account:

Click the “Add New Automatic Direct Deposit Account” bar and complete the required fields.

Add a new Manual Direct Deposit Account:

1. Click the “Add New Manual Direct Deposit Account” bar and complete the required fields.
2. When the account has been added successfully, click the “Edit” button to enter the amount.

NOTE: Only one manual direct deposit record can be set up.

Adding a new manual direct deposit replaces any prior one you have set up.

Cash Out Funds on Your Card:

You may cash out the balance on your Card as an over-the-counter cash advance or cash disbursement transaction at participating MasterCard bank locations. To locate the nearest MasterCard bank location, go to www.cardholder.comdata.com or call Cardholder Service at 1-888-265-8228.

