



## Q: What is a Benefits Mastercard® Prepaid Card?

A: The card gives you easy access to funds that can be used to purchase eligible products and services. Eligible products can be purchased through NationsBenefits® and at participating retail locations.

## Q: How do I activate my card?

A: You have three convenient ways to activate your card:

- Scan this QR code with your mobile device to get started
- Log in to your personalized Benefits Pro® Portal at [GlobalHealth.NationsBenefits.com/Activate](https://GlobalHealth.NationsBenefits.com/Activate)
- Call **877-241-4736 (TTY: 711)**



## Q: How do I download the Benefits Pro® App?

A: Scan this QR code to download the Benefits Pro® App to your mobile device from the App Store® or Google Play®.



## Q: How does my card work?

A: You can use your card to pay for eligible products and approved services. Purchases can be made online or through the Benefits Pro® App through NationsBenefits® or at a participating retail location. The funds will be taken directly from your program allowance. Your card cannot be used at an ATM or for cash back when making a purchase.

## Q: How can I check my card balance?

A: You can check your card balance at [GlobalHealth.NationsBenefits.com](https://GlobalHealth.NationsBenefits.com) or through the Benefits Pro® App. You can also call **877-241-4736 (TTY: 711)** for cardholder transaction information.

## Q: Where can I see what's eligible for purchase?

A: You can see what's eligible for purchase by visiting [GlobalHealth.NationsBenefits.com](https://GlobalHealth.NationsBenefits.com) or through the Benefits Pro® App. Please keep in mind:

- Product availability and price may vary by retailer
- This card is not a credit card or a gift card
- Cash cannot be obtained using this card



**Q: How can I use my card?**

A: You can use your card to:

- Order online at **GlobalHealth.NationsBenefits.com**, through the Benefits Pro® App or by calling **877-241-4736 (TTY: 711)** 8 a.m. - 8 p.m. local time.
- Shop at participating locations, including:
  - o Walmart®
  - o Rite Aid®
  - o Albertsons®
  - o Giant Eagle®
  - o CVS®
  - o Kroger®
  - o Schnucks®
  - o And More!

When ordering online through NationsBenefits®, you can apply your available balance to your order total and track order status in real-time. You will also receive home delivery at no additional cost.

**Q: What if there is not enough money in my account to cover the entire purchase?**

A: If the purchase amount is more than the available funds on your card, a partial amount will be deducted from the card. You will need to pay the balance with another form of payment.

**Q: What if my card is lost or stolen?**

A: If your card is lost or stolen you can report it and request a new card in your Benefits Pro® Portal, Benefits Pro® App or call NationsBenefits® at **877-241-4736 (TTY: 711)**.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access. This is not a gift card or gift certificate. You have received this card as a gratuity without the payment of any monetary value or consideration.

A Benefits Mastercard® Prepaid Benefits Card, through our partnership with NationsBenefit. The benefit cannot be used for cash withdrawal nor purchase the following services or products: cosmetic procedures, hospital indemnity insurance, funeral planning and expenses, life insurance, alcohol, tobacco, cannabis products, broad membership programs inclusive of multiple unrelated services and discounts, and non-healthy food.

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