



Your Cash Passport, once loaded, gives you easy access to local currency wherever you travel. Please read this User Guide thoroughly and enjoy using your Cash Passport.

Fees and limits

Please note that these are subject to variation in accordance with the Terms and Conditions. Please refer to full Terms and Conditions for further details on fees and limits.

	Canadian Dollars
Maximum Load	\$9,000
Minimum Load	\$250
Maximum Load Amount Over Life of Card	\$39,000
ATM Withdrawal Limit	\$1200 per 24 hours
Point of Sale Purchase Limit	\$6000 per 24 hours
Additional Card Fee (Maximum of 2 Cards)	Please refer to selling agent
Fixed Reload Fee (Unlimited)	Please refer to selling agent
Balance Inquiries by Phone	\$0.75
Balance Inquiries at ATM	\$0.75
Cash Withdrawals from Visa ATMs ¹	\$3
Cash Advance (Over the Counter) Fee	\$15
Monthly Inactivity Fee ²	\$1.85

CASH PASSPORT™

Making the most of your new prepaid currency card



For more information visit www.cashpassport.com and log on to 'My Account' to change your PIN, check your balance and view your transactions. Alternatively, call us on one of the freephone numbers below.

Useful telephone numbers

Card Services, lost or stolen cards.

In an emergency, or if you've lost your card or had it stolen please contact us immediately so that we can cancel it.

Country	Phone Number
Australia	1 800 889 040
Mexico	1 800 123 4836
South Africa	0800 99 0517
UK	0800 0150401
USA/Canada	1 888 713 3424
Other Countries	+1 954 838 8294

You may be charged a fee for loading or cashing out your card at a participating selling agent. If your account becomes overdrawn in error following any transaction authorized by you, a fee of CA\$18 will be charged.

¹ Some Visa ATM operators/merchants may charge an additional fee.

² If your card has not been used for 12 consecutive months we will debit your account with a monthly inactivity fee of CA\$1.85. If there is no remaining balance following the debit of any monthly inactivity fee (if the balance is less than the fee we will waive the remainder of our fee) and the card has expired we will automatically cancel the card.

* Visa Int/Citizens Bank of Canada, Licensed User

Welcome to your new

CASH PASSPORT™

Here are some easy to follow instructions on using your new Cash Passport

Before you go

Please sign the back of your card as soon as you get it, then memorize your PIN. If you want to change your PIN to something more memorable, simply go to 'My Account' at www.cashpassport.com and follow the instructions. Or you can call us and change your PIN over the phone.

This card is issued by and is the property of Citizens Bank of Canada.

How to use your Cash Passport

Just like a bankcard, you can use your Cash Passport at any ATM displaying the Visa* or Plus logo. Simply enter your PIN and how much you want to take out. After that, all you have to worry about is what to spend it on. You can also use your Cash Passport at any retailer showing the Visa logo. Simply enter your PIN or sign the receipt as usual.

Checking your balance

Simply go to 'My Account' at www.cashpassport.com and you'll be able to see your Cash Passport balance straight away – you can also check out any recent transactions here. Alternatively, you can phone us to use our automated balance service. Some

ATMs also provide balances, but it's not necessarily the same rate that will be applied to your card so a slight variation may occur. That's why we recommend using our online or phone services.

Want to put more money onto your card?

This couldn't be easier. Just take your card and valid photo ID to any participating branch of the travel agent or retailer where you bought it, and they will reload the card for you.

How about buying things online?

As long as your online retailer accepts Visa then you can shop to your heart's content, although you may be asked to provide the security code that's printed on the signature strip on the back of the card.



**SIMPLY PREPAY
AND GO!**
The secure and convenient way to spend abroad

What if my card is declined or hasn't got all the money I need to buy something?

Sometimes you might see something that's a little more than you've got available on your card. That's ok, you can pay the difference. Just make sure you tell the cashier before paying and confirm the amount you want deducted from your card. The cashier should process your Cash Passport payment first, then accept the remainder of the balance in whichever way you want to pay.

Pre-authorization

We don't recommend using your Cash Passport as a guarantee of payment (usually for things like hotels, car rental and gas stations). These companies often estimate the bill then

'hold' the amount for up to seven days, often leaving you without sufficient funds. You can, however, use your Cash Passport to settle your final bill.

What if my card is declined?

Normally the only reason this will happen is if you don't have enough funds on your card to cover the cost of the purchase. You can use the balance, however, for part payment and complete with another payment method. In some countries, there may be daily or weekly withdrawal limits from ATMs which may be lower than the limit on your card. For more information visit www.cashpassport.com

Contact us

If you have any queries, or want to let us know any comments you have about using your card, please get in touch with us at cardservices@travelex.com

What to do in an emergency

Should the worst happen and you lose your card, or it is stolen, don't worry. Our dedicated team are on hand 24 hours a day, seven days a week to help. The first thing to do is call us straight away (we've provided the all-important numbers on the back of this leaflet and your card), so that we can cancel the card. Then we can offer assistance including emergency cash replacement.

For more information about your Cash Passport, please visit www.cashpassport.com