

UCE Borderless Prepaid Card FAQs

Using Web-to-Wallet Digital Visa Cards

- My prepaid card is not adding to Google wallet?

Ensure Google wallet is set to Default Payment and your notifications are turned on for Google Wallet.

1. Open Google Pay/Google Wallet app.
2. Click **Customer Account** in top right hand corner
3. Click **Payment Setup** and ensure there are FIVE items ticked.
There must be 5 ticks for the card to work
4. **Ensure notifications are turned ON**

Still having issues?

Contact our team for further assistance via card@unitedcurrencyexchange.com.au

- My prepaid card is failing to add to my Apple wallet?

Make sure you've updated to the latest version of Apple software/operating system on your phone, then:

- Agree to all Apple terms and conditions (i.e. iCloud, Apple ID)
- Shut down and restart your phone
- Try to add your card again

If you are still experiencing issues, here are some other tips:

- Try on both Wi-Fi and cellular 4G/5G network connections
- You're not connected to VPN
- Time zone settings set to automatic
- Apple ID – Check payment & delivery details are valid, in your name and correct postcode
- General > Settings > Device name – no emoji's or symbols in the device name

Still having issues?

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- How do I activate a Digital Visa Card?

1. Click on the 'Activate card' link sent to you via email.
2. Verify that you are the card holder by providing a one-time-password (OTP) to access the card. You can verify OTP by email or mobile number.
3. Add your card to Apple or Google Wallet. Alternatively, you can manually copy the card details into your wallet app.
4. Follow the prompts to add card to wallet and you're ready for spend!

- Where can I use Apple Pay?

You can use Apple Pay in-store, online or in-app anywhere you see the Apple Pay or contactless symbol, in-store, online, or in your favourite apps. It's easy with Apple Pay.

For assistance with Apple Pay please go to <https://support.apple.com/en-au/102626>

- What Apple devices are compatible with Apple Pay?

Apple Pay is available on iPhone, iPad, Apple Watch, Mac with Touch ID, Mac with an Apple Pay enabled iPhone or Apple Watch and the latest OS.

Apple Pay works for in-store purchases on any NFC-enabled Apple device with Face ID and Touch ID (except iPhone 5s).

For a list of compatible Apple Pay devices, please go to <https://support.apple.com/en-us/102896>

- Where can I use Google Pay?

Google Pay is accepted at select supermarkets, pharmacies, restaurants, clothing stores, gas stations, beauty shops, and other retailers that accept mobile payments.

For assistance with Google Pay please go to https://pay.google.com/intl/en_au/about/learn/

- Which devices are compatible with Google Pay?

Google Pay works for in-store purchases on any NFC-F-enabled Android device running Lollipop 5.0 or higher.

To find out if your device is compatible with Google Pay, please go to https://support.google.com/wallet/answer/12200245?hl=en&co=GENIE.Platform=Android&visit_id=638656240157708761-3233010548&rd=1

- How do I use the Digital Visa Card Online?

You can use your card number or follow the prompts if the website offers Apple Pay or Google Pay.

To retrieve your card details, click the 'Activate card' link from your email or visit the [Card Portal](#) and verify your OTP.

Click 'Load card details' and copy the Card Number, BSB and CVV to the website payment.

- How do I check my balance, expiry and full card details?

Your card balance, card number, expiry date and CVV can be obtained via the [Card Portal](#).

Simply verify with your OTP using your phone number or email.

Click 'load card details' to view your card number, expiry date and CVV.

- Can I add my Digital Visa card to multiple devices across Apple or Google?

Yes!

- Can I use my Digital Visa Card without Apple or Google Pay?

Yes! Our digital Visa cards can be used for online purchases using the digital Visa card details which can be found on the [Card Portal](#).

- Do Web-to-Wallet enabled Digital Visa cards require downloading the mobile app?

NO. All Web-to-Wallet digital Visa cards are redeemed via the [Card Portal](#).

- Where can I find out more information about Apple Pay?

To find out more information on how to make secure payments and set up Apple Pay with your Card, please visit apple.com/au/apple-pay/

- Do I need internet to access my digital wallet?

Yes, you need a valid or live internet connection to access your digital wallet via the Card Portal website or the iOS and Android app.

- How do I change my Email or Mobile Number?

To change your account information, log in to the Card Portal.

1. Select the drop-down menu
2. Choose 'My Account'
3. Edit your email address and/or mobile number as required

To Change Phone Number:

1. Choose 'Change Phone number'
2. An email will be sent to the linked account
3. Click on the red 'Change Mobile' button to open the browser
4. Enter the new email address and click on 'Update'

To Change Email Address:

1. Click on 'Change Email address'
2. An email will be sent to your inbox with further instructions
3. Click the link from the email to open your browser to the 'change email' page
4. Enter your updated email address
5. An SMS verification code will be sent to your mobile
6. Enter this SMS code onsite then click on 'update' to confirm

- Is my information kept securely?

Our platform was built on the highest level of security, and it stores your personal information securely on a tightly monitored server. Our platform does not store your financial or payment information.

- What if my Account Inactive?

The most common reason an account is inactive is due to the account verification steps being incomplete.

If you have created and verified your mobile number, please remember to also verify your email address.

This can be done by clicking on the 'Validate my Email' button in the Welcome email that was sent to your inbox.

If you have not been able to verify your account, please contact us directly on card@unitedcurrencyexchange.com.au.

- Cannot find your Digital Card activation email

Our platform delivers your digital prepaid card instantly.

If you are expecting a United Currency Exchange Borderless Prepaid Card but cannot locate the 'You've received a Card' email, please follow the below steps:

1. Check your junk/spam email folders
2. If you still can't locate the email, please contact us at card@unitedcurrencyexchange.com.au

- I can't log in: How do I Reset Password?

To reset your password, simply do the following:

1. Go to the Card Portal website
2. Click the 'Log In' button in the top right
3. Click on the 'Forgot your password?' underneath the login button
4. Enter the email address for your account and press 'Reset my password'
5. Locate the reset password email in your email inbox and press 'Reset Password'
6. Enter your new password and press 'Reset'

- Can I use my Digital Card to withdraw cash from an ATM machine?

Unfortunately you cannot withdraw cash from an ATM machine with your digital card.



Contact Us

- What if I have a question that does not appear in these FAQs?

Visit our [Contact Us](#) page on www.unitedcurrencyexchange.com.au to leave your details and we'll get back to you as soon as possible.

You can also email to admin@unitedcurrencyexchange.com.au or live chat us 24/7 from our website.

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