

Momentum Play+® Frequently Asked Questions

Please note:

The language Mohegan Sun uses on their website or mobile app may vary. For example, "Cashier" may show as "Deposit", "Withdrawal", "Top Up", "Cash Out", "Account", "Wallet", etc.

The steps outlined below may also vary slightly depending on the version of the slot machine, website or mobile app you are using.

The availability of the various methods to fund your Play+ Account is dependent upon Mohegan Sun and/or the applicable laws in the jurisdiction you are located in.

How do I sign up for a Play+ account?

Sign up for your Momentum Play+ ("Play+") account by logging into your <https://www.mohegansun.com/login.html> account and selecting the Momentum Play+ option. Click the Enroll / Add Funds button for Play+. You will need to input your Social Security Number and Date of Birth to complete the enrollment information. Verify your personal information is correct on the form, click to agree to Terms & Conditions, and click enroll. Upon successful enrollment, you will have the opportunity to add funds to the account immediately using a Bank Card or Online Banking. Once you have successfully funded your Play+ account, your personalized card will be mailed to your address on file within 10-14 days.

What are the benefits to using a Play+ account?

Play+ provides a fast and easy way to deposit and cash out while playing at Mohegan Sun. It is a great way to manage your money and can be used everywhere Discover® is accepted. Play+ has a very high approval rate when loading funds and is easy to use.

How does my Play+ account work?

With Play+, there is no credit limit and no credit check. Instead, the account's spending limit is determined by the amount of money you load onto the account up to the maximum balance. For example, if you load \$350, then the account will only allow you to spend up to \$350 (less any applicable fees). You can use your card for purchases everywhere Discover is accepted, add your card to a digital wallet, and at any ATM that accepts PULSE®, NYCE®, or MoneyPass®. You may also transfer funds from your Play+ account directly into a checking or savings account via the cardholder portal.

How do I fund my Play+ account with a Bank Card?

Fund your Play+ account by logging into your My Mohegan Sun account and selecting the Momentum Play+ option.

- Click the Enroll / Add Funds button for Momentum Play+
- Enter the amount you wish to fund your Play+ account
- Select Bank Card Load
- Enter the Bank Card number you wish to fund with in the appropriate field
- Complete the security code and expiration date fields
- Click Add Funds
- Verify on the following screen that your funding amount is correct
- Click Continue And Charge My Card
- You may opt to save the account for faster funding on future requests

You may be prompted to transfer funds directly into your wagering account. If not, please see the information below for assistance transferring funds.

My Bank Card was declined when attempting to Load Funds to my Account.

It is possible that the information that was supplied during the Play+ enrollment does not match the information on file at your Financial Institution. The Bank Card you are attempting to fund with must have the same address on file as the Play+ account. Please contact your Financial Institution to confirm the information that is associated with your Bank Card. If you need additional information or help, please contact us at <https://playplusgo.com/contact> with your inquiries.

Can I schedule a transfer frequency from my Bank Card to my Account?

You may opt to save a Bank Card as a funding source upon a successful funding transaction. However, due to the requirements of the payment processors, it will be necessary to select the Bank Card and input an amount to be funded for each funding transaction.

How do I fund my Play+ account with Online Banking?

Fund your Play+ account by logging into your My Mohegan Sun account and selecting the Momentum Play+ option.

- Click the Enroll / Add Funds button for Momentum Play+
- Enter the amount you wish to fund your Play+ account
- Select Online Banking
- Click Add Funds
- Review requested amount and select your desired bank
- Enter your bank login information
- Click Agree & Sign In
- Select your account
- Click Pay Now

How do I transfer funds from my Play+ Account to my desired slot game?

- Enter your Momentum card into the desired slot machine
- Select PLAY+
- Select WITHDRAW to transfer funds from your Momentum Play+ account to the slot machine
- Enter your Momentum card PIN
- Enter the last four of your social security number
- Enter withdrawal amount

How do I transfer funds from my desired slot game to my Play+ account?

- Enter your Momentum card into the desired slot machine
- Select PLAY+
- Select DEPOSIT to transfer winnings from the slot machine to your Momentum Play+ account
- Enter your Momentum card PIN
- All eligible funds available on slot will be transferred

What are the monthly fees for my Play+ account?

To learn more about the fee structures, log into <https://mymomentumplayplus.com> and view the Terms and Conditions.

Can my Play+ card be sent to a PO Box?

No, cards must be sent to a physical residential address.

What is the Cardholder Portal?

The cardholder portal is a website used to view and manage your Play+ account. The cardholder portal URL is <https://mymomentumplayplus.com>.

How do I create a Username and Password for my Play+ account?

- Visit the cardholder portal
- Enter your 16 digit card number into the Activate/Register field
- Click Activate/Register
- Follow the prompts to complete account registration

Note: The Username, Password, and Secret Question Answers are case-sensitive. Passwords must include at least eight (8) characters, one (1) capital letter, one (1) lower-case letter, one (1) number, and one (1) special character (example: \$%&!)

How do I register a bank account for Play+ to Bank transfers?

- Log into the cardholder portal
- Hover over the Transfers tab on the top of the screen
- Select My Bank Accounts
- Click Create Card to Bank Account
- Follow the prompts to enter your banking information
- Within 2 – 7 business days after you have submitted your banking information, you will receive two (2) micro deposits in your personal bank account. Once received, log in to the cardholder portal
- Hover over the Transfers tab on the top of the screen
- Select My Bank Accounts
- Select Verify next to the appropriate account
- Enter the dollar amount of the micro deposits in the same order they were received in your personal bank account
- Click Verify Account

How do I transfer funds from Play+ to my bank account?

- Log into the cardholder portal
- Hover over the Transfers tab at the top of the screen
- Select Card to Bank
- Select the Play+ Account with a positive balance from the drop down
- Select a verified bank account from the drop down (the banking information will auto-populate)
- Enter the amount you wish to transfer in the Debit Amount field
- Select the appropriate transfer frequency from the drop down
- Click Transfer

Note: The amount entered will be automatically deducted from your available Play+ balance and transfers may take up to seven (7) business days to appear in your bank account. Any fees associated with the transfer will also be automatically deducted from your Play+ balance in addition to the transfer amount. To learn more about the fee structures, visit the cardholder portal and view the Terms and Conditions.

How do I reset/change my PIN number?

Your PIN can be reset by calling the number on the back of your card and selecting the option for “Reset PIN”, or by logging into the cardholder portal.

- Log into the cardholder portal
- Hover over the additional services tab on the right side of the screen – click Change PIN
- Enter the current PIN and the new PIN you wish it to be changed to – click Change PIN

How do I change my password?

If you have forgotten your password, select Forgot Your Password on the login screen. A temporary password will be sent to the email address on file. If you know your password and would like to change it:

- Log into the cardholder portal
- Click Additional Service Tab on right side of screen
- Click Change Password/Secret Question
- Enter current password – enter the password you wish to change to – click Change Password

How do I update my profile information? I'd like to update my address.

To update your profile information, contact us at <https://playplusgo.com/contact/>. You may be required to provide documentation to verify your request.

What do I do if my Play+ card is lost or stolen?

Report lost or stolen cards immediately by contacting us at <https://playplusgo.com/contact>. Once reported, the account will be closed and a new card will be issued to you, subject to the fee as outlined in the Terms and Conditions. Additional information regarding liabilities for lost and stolen cards is available in the Terms and Conditions at <https://mymomentumplayplus.com>.

How do I check my Play+ account balance?

You can check your Play+ account balance for free online by logging into the cardholder portal. You may opt to receive free balance alerts via email or by cell phone by adjusting your settings in the cardholder portal. You can also call Customer Service at 877-220-3988 and use the automated service.

How can I view my Play+ transaction history? What if I don't agree with my available balance?

You can review posted transactions online by logging into the cardholder portal.

- Hover over the My Cards tab at the top of the screen
- Select Card Activity
- You may select a statement period and download a statement from here

Please keep in mind that your account may have pending authorizations that should be complete as soon as the merchant settles the transaction. If you believe that there is an issue with your balance, please contact us at <https://playplusgo.com/contact>.

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