

## Station Casinos Play+® Frequently Asked Questions

### **Please note:**

*The language Station Casinos 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 Station Casinos 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 Station Casinos Play+ ("Play+") account by opening the STN Cash or STN Sports mobile app. Select Manage Funds, select Deposit Funds, select Deposit to Play+, then select Enroll. You will need to input your Social Security Number and Date of Birth to complete the enrollment information. Verify your mailing information is correct on the form, click to agree to Terms & Conditions, and click enroll. Upon successful registration, you will have the opportunity to add funds to the account immediately using a Bank Card, Online Banking, or PayPal. 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 on the STN Cash or STN Sports mobile app. 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?**

#### **STN Cash**

Fund your Play+ account by logging onto the STN Cash mobile app and selecting Fund Wallet.

- Click Fund 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
- Check the box confirming payment
- Click Add Funds
- You may opt to save the account for faster funding on future requests

#### **STN Sports**

Fund your Play+ account by logging onto the STN Sports mobile app, select Account, Manage Funds, then Deposit Funds.

- Click STN Play+
- Click Add Funds to Play+ Account
- 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
- Check the box confirming payment
- Click Add Funds
- You may opt to save the account for faster funding on future requests

### **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?**

#### **STN Cash**

Fund your Play+ account by logging onto the STN Cash mobile app and selecting Fund Wallet.

- Click Fund Play+
- Enter the amount you wish to fund your Play+ account
- Select Online Banking
- Complete bank account registration by following the prompts to enroll – OR - Select previously registered account
- Review the requested amount and select Checkout
- Agree to the Terms and Conditions
- Select Continue Shopping

#### **STN Sports**

Fund your Play+ account by logging onto the STN Sports mobile app, select Account, Manage Funds, then Deposit Funds.

- Click STN Play+
- Click Add Funds to Play+ Account
- Enter the amount you wish to fund your Play+ account
- Select Online Banking
- Complete bank account registration by following the prompts to enroll – OR - Select previously registered account
- Review the requested amount and select Checkout
- Agree to the Terms and Conditions
- Select Continue Shopping

### **How do I fund my Play+ account with PayPal?**

#### **STN Cash**

Fund your Play+ account by logging onto the STN Cash mobile app and selecting Fund Wallet.

- Click Fund Play+
- Enter the amount you wish to fund your Play+ account
- Select PayPal
- Review requested amount and select PayPal Checkout
- Enter your PayPal login information
- Select your account
- Click Pay Now

#### **STN Sports**

Fund your Play+ account by logging onto the STN Sports mobile app, select Account, Manage Funds, then Deposit Funds.

- Click STN Play+
- Click Add Funds to Play+ Account
- Enter the amount you wish to fund your Play+ account
- Select PayPal
- Review requested amount and select PayPal Checkout
- Enter your PayPal login information
- Select your account
- Click Pay Now

### **How do I transfer funds from my Play+ Account to my wager account?**

#### **STN Cash**

- Log onto the STN Cash mobile app and select Fund Wallet
- Select Deposit Funds
- Select Play+ as your payment method
- Enter the dollar amount to transfer (Any value below or up to the balance on the Play+ account may be transferred to the wager account)
- Click Deposit Funds
- Click Confirm

#### **STN Sports**

- Log onto the STN Sports mobile app and select select Account, Manage Funds, then Deposit Funds
- Click STN Play+
- Choose an account to transfer funds to
- Enter the dollar amount to transfer (Any value below or up to the balance on the Play+ account may be transferred to the wager account)
- Enter the last 4 of your Social Security Number
- Click Make Deposit

### **How do I transfer funds from my wager account to my Play+ Account?**

#### **STN Cash**

- Log onto the STN Cash mobile app and select Fund Wallet
- Select Withdraw Funds
- Select Play+ as your payment method
- Enter the dollar amount to transfer (Any value below or up to the maximum account balance may be transferred to your Play+ account)
- Click Withdraw Funds
- Click Confirm

#### **STN Sports**

- Log onto the STN Sports mobile app and select select Account, Manage Funds, then Withdraw Funds
- Click STN Play+
- Choose an account to transfer funds from
- Enter the dollar amount to transfer (Any value below or up to the maximum account balance may be transferred to your Play+ account)
- Click Make Withdraw

### **What are the monthly fees for my Play+ account?**

To learn more about the fee structures, log into <https://sc.mycardplace.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. Visit the cardholder portal at <https://sc.mycardplace.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 <https://sc.mycardplace.com> and view the Terms and Conditions.

#### **How do I reset/change my PIN number?**

Your PIN can be reset using the IVR at 877-220-3988 (push 4 once your card number is entered) or by logging in to 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 [sc.mycardplace.com](https://sc.mycardplace.com)
- 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://sc.mycardplace.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 on your profile on 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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