

William Hill Priority Access Frequently Asked Questions

Please note:

The language a Gaming Operator 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 website or mobile app you are using.

The availability of the various methods to fund your William Hill Priority Access Account is dependent upon the Gaming Operator and/or the applicable laws in the jurisdiction you are located in.

How do I sign up for a William Hill Priority Access account?

Sign up for your William Hill Priority Access account by logging into your gaming account and visiting the Cashier Page. Click the Add New button next to the William Hill Priority Access funding option. You may 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, Online Banking, or PayPal. Once you have either withdrawn \$150 to your William Hill Priority Access account or funded your William Hill Priority Access account with \$150 or more, your personalized card will be mailed to your address on file within 10-14 days.

What are the benefits to using a William Hill Priority Access account?

William Hill Priority Access provides a fast and easy way to deposit and cash out while wagering online or in person with your favorite Gaming Operator. It is a great way to manage your money and can be used everywhere Discover® is accepted. William Hill Priority Access has a very high approval rate when loading funds and is easy to use.

How does my William Hill Priority Access account work?

With William Hill Priority Access, 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 William Hill Priority Access account directly into a checking or savings account via the cardholder portal.

How do I fund my William Hill Priority Access account with a Bank Card?

Fund your William Hill Priority Access account by logging into your gaming account and visiting the Cashier Page.

- Click Add Money
- Enter the amount you wish to fund your 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
- Verify that your funding amount is correct and Click Add Funds
- You may opt to save the card details 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 William Hill Priority Access Account.

It is possible that the information that was supplied during the William Hill Priority Access 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 William Hill Priority Access 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 William Hill Priority Access account with Online Banking?

Fund your William Hill Priority Access account by logging into your gaming account and visiting the Cashier Page.

- Click Add Money
- Enter the amount you wish to fund your 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 and select Continue Shopping

How do I fund my William Hill Priority Access account with PayPal?

Fund your William Hill Priority Access account by logging into your gaming account and visiting the Cashier Page. Your PayPal account must have a bank account as a funding source.

- Click Add Money
- Enter the amount you wish to fund your 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 William Hill Priority Access Account to my wager account?

- Log into your gaming account and visit the Cashier Page
- Select the Deposit Funds and Select your William Hill Prepaid Card
- Enter the dollar amount to transfer (Any value below or up to the balance on the William Hill Priority Access account may be transferred to the wager account)
- Click Transfer

How do I transfer funds from my wager account to my William Hill Priority Access account?

- Log into your gaming account and visit the Cashier Page
- Select Withdraw Funds and Select your William Hill Prepaid Card
- Enter the dollar amount to transfer (Any value below or up to the maximum account balance may be transferred to your William Hill Priority Access account)
- Click Transfer

What are the monthly fees for my William Hill Priority Access account?

To learn more about the fee structures, visit wh.mycardplace.com and view the Terms and Conditions.

Can my William Hill Priority Access 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 William Hill Priority Access account. Visit wh.mycardplace.com.

How do I create a Username and Password for my William Hill Priority Access 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 William Hill Priority Access 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 William Hill Priority Access 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 William Hill Priority Access 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 William Hill Priority Access 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 William Hill Priority Access balance in addition to the transfer amount. To learn more about the fee structures, visit wh.mycardplace.com 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 the right side of the 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 William Hill Priority Access 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 wh.mycardplace.com.

How do I check my William Hill Priority Access account balance?

You can check your William Hill Priority Access 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 855-558-0043 and use the automated service.

How can I view my William Hill Priority Access 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>.

This card is issued by GBank Member FDIC, pursuant to a license from Discover®, the Discover Acceptance Mark, PULSE®, and the PULSE Logo are service marks used by GBank, Member FDIC, under license from Discover Financial Services.