



## Frequently Asked Questions

### **Please Note:**

The language Boyd Gaming 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, table game, website, or mobile app you are using.

The availability of the various methods to fund your Boyd Pay account is dependent upon Boyd Gaming and/or the applicable laws in the jurisdiction you are located in.

### **How do I sign up for a Boyd Pay account?**

Sign up for your Boyd Pay account by Opening the Boyd Rewards mobile app. Select Boyd Pay wallet and select Register Now. Read, and if you agree to the Terms & Conditions, select Accept Terms & Begin Enrollment. You may need to input your Social Security Number to complete the enrollment information. Verify your personal information is correct on the form and click Complete Enrollment. Visit the Boyd Rewards Players Club to update your address or phone number. Upon successful enrollment, you will have the opportunity to add funds to the account immediately using a Bank Card, Online Banking, or PayPal.

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

To update your profile information, contact Customer Support. You may be required to provide documentation to verify your request.

### **What are the benefits to using a Boyd Pay account?**

Boyd Pay provides a fast and easy way to deposit and cash out while playing on the Boyd Rewards mobile app. It is a great way to manage your money. Boyd Pay has a very high approval rate when loading funds and is easy to use. If you have funds available in your wagering account, you may retrieve those funds at the location.

### **How does my Boyd Pay account work?**

Since Boyd Pay is not a credit card, there is no waiting for credit approval, no credit check, and no credit limits to worry about. Additional features and limitations of this account can be found in the Boyd Pay Terms & Conditions.

### **How do I fund my Boyd Pay account with a Bank Card?**

Fund your Boyd Pay account by logging into the Boyd Rewards mobile app account and selecting the Boyd Pay Wallet.

- Click Add Money
- Select Bank Card
- Enter the amount you wish to fund your Boyd Pay account and click Continue
- Select New Card or Saved Card
- Enter your card information in the required fields
- Check the bubble to accept the Terms & Conditions
- Verify your funding amount is correct and click Proceed

**Note:** You may opt to save the card details for faster funding on future requests.

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

### **My Bank Card was declined when attempting to load funds to my Boyd Pay account.**

It is possible that the information that was supplied during enrollment for the Boyd Pay account 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 Boyd Pay 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 Customer Support with your inquiries.

### **Can I schedule a transfer frequency from my Bank Card to my Boyd Pay 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 Boyd Pay account with Online Banking?

Fund your Boyd Pay account by logging into your Boyd Rewards mobile app and selecting the Boyd Pay Wallet.

- Click Add Money
- Select Online Banking
- Enter the amount you wish to fund your Boyd Pay account and click Continue
- Check the bubble to accept the Terms & Conditions and click Proceed
- 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 & Conditions and select Continue Shopping

## How do I fund my Boyd Pay account with PayPal?

Fund your Boyd Pay account by logging into your Boyd Rewards mobile app and selecting the Boyd Pay Wallet.

- Click Add Money
- Select PayPal
- Enter the amount you wish to fund your Boyd Pay account and click Continue
- Check the bubble to accept the Terms & Conditions and click PayPal Checkout
- Enter your PayPal login information
- Select your account
- Click Pay Now

**Note:** Your PayPal account must have a bank account registered as a funding source.

## How do I transfer funds?

### From Boyd Pay account to Gaming account:

- Log into the Boyd Rewards mobile app and select the Boyd Pay Wallet
- Select Transfer to Casino Wallet
- Enter the dollar amount to transfer (Any value below or up to the balance on the Boyd Pay account may be transferred to the Casino Wallet) and click Continue
- Select Confirm
- Enter your Player PIN

### From Gaming account to Boyd Pay account:

- Log into the Boyd Rewards mobile app and select the Boyd Pay Wallet
- Select Transfer to Boyd Pay Wallet
- Enter the dollar amount to transfer (Any value below or up to the maximum account balance may be transferred to your Boyd Pay account) and click Continue
- Select Confirm
- Enter your Player PIN

## What is the Cardholder Portal?

The cardholder portal is a website used to view and manage your Boyd Pay account. Visit the cardholder portal at <https://boydpay.boydgaming.com/>.

## What are the monthly fees for my Boyd Pay account?

To learn more about the fee structures, view the Boyd Pay Terms & Conditions.

## How do I create a Username and Password for my Boyd Pay account?

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

**Note:** The Username and Password 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 (ex: \$%@&!).

### How do I change my Boyd Pay cardholder portal 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
- Hover over the Manage Profile Tab on the left side of the screen – click Change Password/Secret Question
- Click Change under your listed username and password, then follow the prompts to update your password

### How do I check my Boyd Pay account balance?

You can check your Boyd Pay account balance for free online by logging into the cardholder portal. You may opt to receive free balance alerts via email or SMS text by adjusting your settings in the cardholder portal. You can also call Customer Support and use the automated phone system.

### How can I view my Boyd Pay transaction history? What if I don't agree with my available balance?

You can review posted transactions online by logging into the cardholder portal. Please keep in mind that your account may have pending authorizations that will be posted as soon as the merchant settles the transaction. If you believe that there is an issue with your balance, please contact Customer Support.

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

### How do I transfer funds from my Boyd Pay account to my Bank?

#### Bank Account Registration:

- Log into the cardholder portal
- Hover over the Bank Transfers tab on the left side of the screen
- Select Manage Bank Accounts
- Click Add Bank Account
- Follow the prompts to enter your banking information

#### Bank Account Verification:

Within 2 – 7 business days after you have submitted your banking information for registration, 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 left side of the screen
- Select Manage 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

#### Boyd Pay to Bank Transfer:

- Log into the cardholder portal
- Hover over the Transfers tab at the top of the screen
- Select Card to Bank
- Enter the required information and select Transfer

**Note:** The transfer amount entered along with any fees associated with the transfer will be automatically deducted from your available Boyd Pay balance. Transfers may take up to seven (7) business days to appear in your bank account. To learn more about the fee structures, view the Terms & Conditions

**Boyd Pay Customer Support:**  
<https://playplusgo.com/contact/>

**Boyd Pay Terms & Conditions:**  
<https://playplusgo.com/terms/>

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