



## 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 Play+ 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 Play+ account?

Sign up for your Play+® ("Play+") account by logging into your Gaming account and visiting the Cashier Page. Click the Add New button next to the Play+ funding option. Read, and if you agree to the Terms & Conditions, select Accept Terms & Begin Enrollment. Verify your personal information is correct on the form and click Complete Enrollment. You may need to input your Social Security Number and Date of Birth to complete the enrollment information. 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 Once you have either withdrawn \$150 to your Play+ account or funded your Play+ account with \$150 or more, your personalized card will be mailed to your address on file within 10-14 days.

### Can my Play+ card be sent to a P.O. Box?

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

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

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

### What are the benefits to using a Play+ account?

Play+ 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 Mastercard® 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 Mastercard is accepted, add your card to a digital wallet, and at any ATM that accepts Maestro®, 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 Gaming account and visiting the Cashier Page.

- Select the Play+ funding option
- Select Bank Card
- Enter the amount you wish to fund your Play+ 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 Play+ 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 Play+ Customer Support with your inquiries.

### Can I schedule a transfer frequency from my Bank Card to my Play+ 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 Gaming account and visiting the Cashier Page.

- Select the Play+ funding option
- Select Online Banking
- Enter the amount you wish to fund your Play+ account and click Continue
- Check the bubble to accept the Terms & Conditions and click Proceed
- Review the requested amount and select your desired bank
- Enter your bank login information and click Agree & Sign In
- Select your desired account and click Pay Now

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

Fund your Play+ account by logging into your Gaming account and visiting the Cashier Page.

- Select the Play+ funding option
- Select PayPal
- Enter the amount you wish to fund your Play+ 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 between my Play+ account and my Gaming account?

#### From Play+ account to Gaming account:

- Log into your Gaming account and visit the Cashier Page
- Select the Deposit button for the Play+ funding option
- Enter the dollar amount to transfer (Any value below or up to the balance on the Play+ account may be transferred to the Gaming account)
- Click Continue

#### From Gaming account to Play+ account:

- Log into your Gaming account and visit the Cashier Page
- Select the Withdraw button for the Play+ funding option
- Enter the dollar amount to transfer (Any value below or up to the maximum account balance may be transferred to your Play+ account)
- Click Continue

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

To learn more about the fee structures, view the Play+ Terms & Conditions.

### What is the Cardholder Portal?

The cardholder portal is a website used to view and manage your Play+ account. View the Play+ Terms & Conditions to retrieve the website URL.

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

- Visit the cardholder portal
- Click Activate/Register
- Enter your 16-digit card 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 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 the Manage Profile Tab on the left side of the screen
- Click Login Details
- Click Change under your listed username and password, then follow the prompts to update your password



### 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". You can also reset your PIN by logging into the cardholder portal.

- Hover over the Card Services tab on the left side of the screen – click Manage PIN
- Follow the prompts to reset your PIN

### How do I check my Play+ account balance?

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 SMS text by adjusting your settings in the cardholder portal. You can also call Play+ Customer Support and use the automated phone system.

### 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. 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 Play+ 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 Play+ 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, you will receive two (2) micro deposits in your personal bank account. Once received, log in to the cardholder portal.

- Hover over the Bank 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

#### Play+ Card to Bank Transfer:

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

**Note:** The transfer amount entered along with any fees associated with the transfer will be automatically deducted from your available Play+ 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.

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

Report lost or stolen cards immediately by contacting Play+ Customer Support. Once reported, the card will be closed and a new card will be issued to you, subject to the fees outlined in the Terms & Conditions. Additional information regarding liabilities for lost and stolen cards is available in the Terms & Conditions.

Play+ Customer Support: <https://playplusgo.com/contact/>

Play+ Terms & Conditions: <https://playplusgo.com/terms/>

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