IMPORTANT THINGS TO KNOW ABOUT YOUR TRUE LINK CARD:

1. **Questions or Help:** If you have any questions about your card, contact True Link directly at **1-800-299-7646**.
2. **Use Like a Debit Card:** You can use your True Link card just like a debit card to make purchases **in stores or online**.
3. **Check Your Balance:** You can check your True Link card balance in the following ways:
    - Download the True Link Financial mobile app (see mobile app guide on our website)
    - Call **1-800-299-7646** at any time and use the automated phone system:
        1. Press 1 to check the current balance
        2. Enter the last 4 digits of the Card number
        3. Enter the last 4 digits of your Social Security Number
    - Log in to https://member.truelinkfinancial.com/sign-in
        1. Enter the last 4 digits of your Card number
        2. Enter the last 4 digits of your Social Security Number
        3. Enter your Date of Birth
        4. Once you are logged in, you will be able to see your balance in the upper left-hand corner of the screen.
4. **Set a PIN:** Your card does not come with a pin. You can set a **PIN (Personal Identification Number)** for your True Link card. In order to do this, call True Link directly for assistance.

5. **No Negative Balance:** If you do not have enough money on your card, the purchase **will not go through**, which protects you from having a negative balance.
6. **Cash Back Options:** *If this feature is allowed* on your card, you can get **cash back** by:
    - Using an **Allpoint ATM** (find Allpoint ATM locations at https://www.allpointnetwork.com/locator.aspx) – DO NOT choose the option to check your balance, or you will be charged $0.50 and this fee will be deducted from the balance the ATM shows you!
    - Requesting **"cash back" during an in-store purchase**.
7. **If Your Card is Lost or Stolen:** Call our office right away if your card is lost or stolen! If our office is closed, please **call True Link directly at 1-800-299-7646**. Then call our office during business hours to notify us that you reported your card lost or stolen so we can order a new card for you.
8. **If you received two True Link cards with this letter:**
    - The card with the **"PIF" sticker** is for your **regular personal spending**.
    - The card with the **"Food" sticker** is **only for buying food at grocery stores**.

    If you already have a True Link card and just received a second one:
    - Keep BOTH cards because each card has a different purpose.
    - The **new card labeled "Food"** is meant **just for groceries and food purchases**.
    - The card you **already have** is for your **regular personal spending**.