

# givveCard - FAQs



## What is the givveCard?

givveCard is a prepaid credit card on which additional benefits are paid out.

## What features does the givve® Card App offer?

In the *givve® Card app* you can:

Check your current balance and track completed transactions.

Manage your givveCard and have it blocked in case of loss.

View your PIN.

Inform yourself about your currently selected region.

## Where can I pay with the givveCard?

Your employer sets the optimal regional area for you, but you can also set or change it yourself in the *givve® app before the first charge*.

In this very large area, you can pay at any Mastercard acceptance point.

The region can also be changed later, e.g. if you move house.



# givveCard - FAQs

## First Steps

### How do I register my givveCard?

You will receive your access data with your card. In order to activate your card (for first-time use) and to check your balance, you need to register on the **givve® Card Portal** or via the **givve® Card App**.

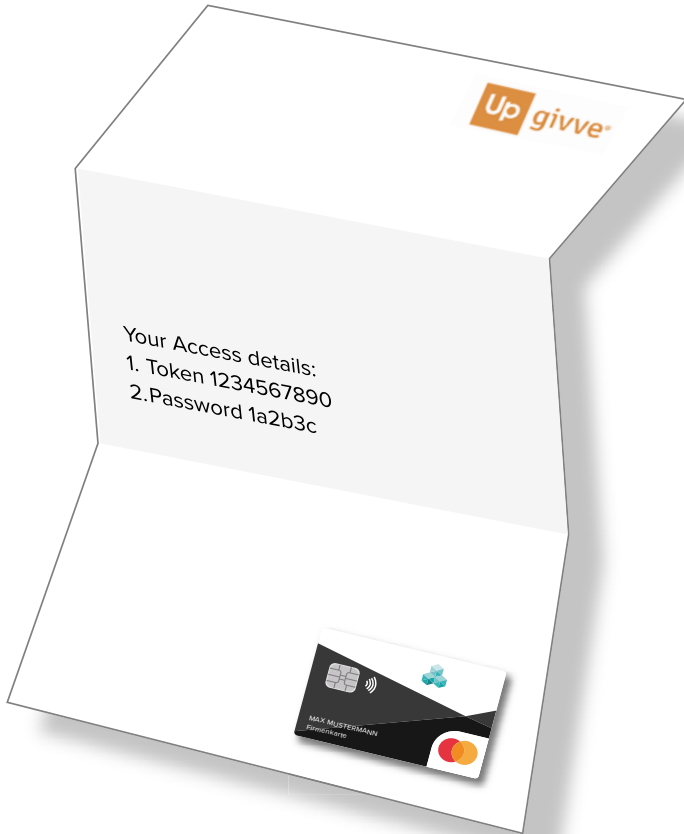
You can find out exactly how this works in the letter accompanying your card.

### Where do I find my PIN?

Log in to the **givve® Card Portal** or the **givve® App**. Go to the overview page. You can view your PIN in the „PIN & Status“ section.

The PIN cannot be changed.

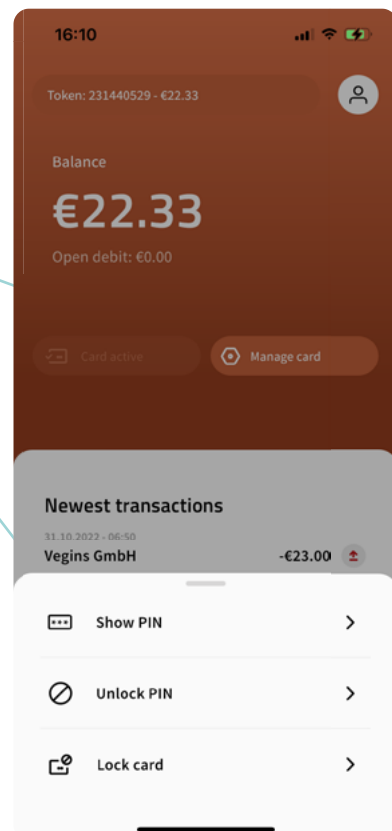
After 3 incorrect attempts to enter the PIN during payment transactions, the card is automatically blocked. The PIN can be unlocked again in the **givve® app**. You can find the function under Settings.



givve® App

click icon to download

Your PIN





# givveCard - FAQs

## Credit Balance

**I have changed my employer. What happens to my credit balance?**

The credit of the givveCard does not expire and can still be used until the expiry date of the card's validity.

**Where can I view my credit balance?**

You can check your balance at any time online in the *givve® Card Portal* or in the *givve® Card App* (available free of charge for Android and iOS).

**Can I withdraw money from my givveCard or deposit additional money on my givveCard?**

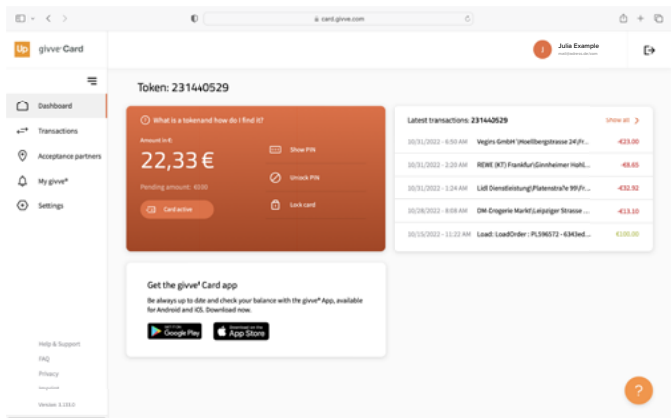
No, this is not possible for tax reasons.

**Can I pay for online purchases with the givveCard?**

No, that is not possible *at the moment* for tax reasons.

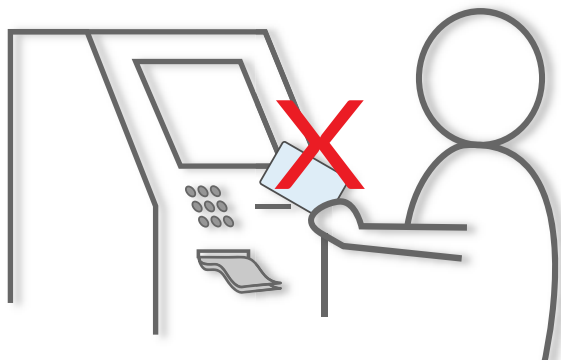
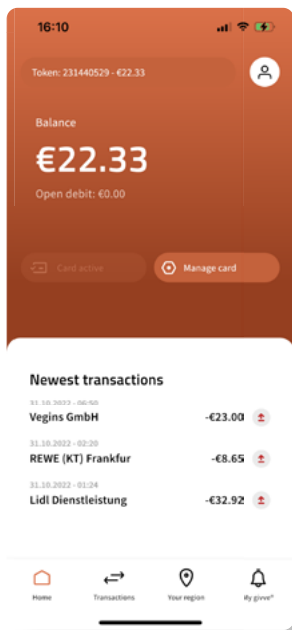
**Can my employer see the credit balance and turnover on my givveCard?**

No, this information is only accessible to you.



Web Portal

App





## givveCard - Fragen und Antworten



For all service cases, a support chat is available to you around the clock at [www.Lohnkonzepte.de](http://www.Lohnkonzepte.de).

### I cannot pay with my givveCard. Why?

Your card has not been activated yet.

Your card has been blocked.

You are outside the regional area.

You can find more reasons in the *givve*<sup>®</sup> *app* where the reason for the rejection is displayed under „latest transaction“.

### I have forgotten my access data for the givve<sup>®</sup> Card Portal. What should I do?

On the *givve*<sup>®</sup> *Card Portal/App* login page, you can use the „Forgotten password“ function to have a password link sent to your email address.

If you have forgotten your e-mail address, please send an informal request to [support@lohnkonzepte.de](mailto:support@lohnkonzepte.de).

### What should I do if my givveCard is lost or stolen?

If you lose your givveCard, please inform us immediately by e-mail: [support@lohnkonzepte.de](mailto:support@lohnkonzepte.de) or block it yourself in the *givve*<sup>®</sup> *Card Portal/App* in the settings.

After a card has been blocked, a replacement card is **NOT** automatically ordered. If this is desired, please contact us by e-mail: [support@lohnkonzepte.de](mailto:support@lohnkonzepte.de).

### Someone has charged money to my card without authorisation. What to do?

Don't worry, your credit is insured against such cases. Please contact [support@lohnkonzepte.de](mailto:support@lohnkonzepte.de) immediately.

### Will my employer, givve or Lohnkonzepte ask me for my card number in a support case?

No, such a request is probably a so-called phishing email. Ignore and delete such requests.

### What should I do if my givveCard is damaged?

Please contact [support@lohnkonzepte.de](mailto:support@lohnkonzepte.de) for a replacement card.



## LOHNKONZEPTE

For all service cases, a support chat is available to you around the clock at [www.Lohnkonzepte.de](http://www.Lohnkonzepte.de).

Lohnkonzepte GmbH  
Butjadinger Straße 79  
26180 Rastede

AG Oldenburg HRB 217128  
Management: Karin Päper

Your contact person:  
Friedemann Reichert  
Business economist,  
COO

[support@lohnkonzepte.de](mailto:support@lohnkonzepte.de)