



# PRIME CARD RELOADABLE UPGRADE APPLICATION FORM

# Upgrade to reloadable and enjoy these benefits\*:

- ✓ Top up again and again (like a pay as you go phone)
- ✓ Withdraw cash from ATMs\*\*
- ✓ A higher card limit of up to £5,000\*\*
- Get a second card on the same account
- \* Subject to your application for upgraded features being approved
- \*\* Subject to your upgrade status

# Save time! Complete this form online at: idtprime•com

For Int	ernal Use Only
9010	
RT	
Other	



#### **IMPORTANT INSTRUCTIONS**

- ALL applicants must complete Parts A and B.
- To order a second card, complete Parts A, B and C.
- Part D is optional but may improve the status of your application.
- You should complete this form using BLOCK CAPITALS. Fields marked with an \* are compulsory.
- The details you provide in this form will be used by us to verify your identity (for regulatory reasons) and will NOT be used for any credit checks.
- The details you provide us with will be held securely and in accordance with Data Protection requirements.
- Details provided in this form will replace any details you have previously registered with us in relation to your Prime Card.
- Please retain the enclosed Terms & Conditions for your reference. The most updated version of our Terms & Conditions can be found at www.idtprime.com

Once completed, please use the enclosed envelope to return this form (and any additional ID, if completing Part D) to:

> **IDT Prime Card Upgrades** PO Box 1374 Gibraltar

Alternatively, you can also send it to: IDT Prime Card Upgrades, PO Box 62611, London, EC1P 1HS

# **PART A - costs**

### Section 1: Standard upgrade and/or second card option

\*Upgrading your card to reloadable costs only £1.95. For a further £5, you have the option to order a second card on the same account which you could use for an additional cardholder. The cost of

the upgrade will be debited from your existing F upgrade options below:	Prime Card balance. Please select one of the
Please make my existing Prime Card reloadable.  I confirm £1.95 is available on my card balance.	Price £1.95  Complete Parts A+B+D (D is optional)
OR	
Please make my Prime Card reloadable and order a second card.	Price £6.95
I confirm £6.95 is available on my card balance.	Complete Parts $A + B + C + D$ (D is optional)

# **PART B - STANDARD UPGRADE**

Section 2: Personal details
You must be a UK resident and over 18 in order to apply for a reloadable Prime Card. If you are under 18, a legal parent or guardian must complete this form on your behalf.
*Last 4 digits of Prime Card number: 5 2 7 4 X X X X X X X X X
Please note that for your own security, we do not ask you to provide the full Prime Card number on this form. We may need to contact you by telephone to ask for the full number.
*First two digits of your Account Code: XX
*Title: Mr, Mrs, Ms, Miss (circle option) *First name: Middle initial:
*Last name:*Date of birth: 1 9
*Mother's maiden name:
*Daytime phone number: Alternative phone number:
*Email address:
*Address line 1:
Address line 2:
*Town / City:*Postcode:
If you have changed address within the last 12 months, please complete the fields below with your previous address. If you have lived at your current address for more than 12 months, you may skip this step.
Address line 1:
Address line 2:
Town / City: Postcode:
Please note that failure to provide correct contact details may delay your application.
Have you applied previously to upgrade a Prime Card to reloadable?
Section 3: Cardholder information
*Will the upgraded card be used by someone under 18 years of age? Yes No
By ticking Yes, you will be activating a feature which blocks card use at acceptance points deemed unsuitable for children. Please note, Prime Cards may only be given to children by their parent or legal guardian and cannot be given to those under 13 years of age.
If you ticked Yes above, please complete the following fields:
*I hereby confirm that I am the under 18's parent or legal guardian Yes
*Teenager's name:
*Teenager's date of birth: 1 9 1
Section 4: Card personalisation

\*If you are applying for a standard upgrade, you will not receive a new card. Instead, your existing card will be upgraded to reloadable. If, however, in the future we should need to replace your card (should it be lost or stolen, for example), please let us know what name you would like printed on the card. Please be aware this will also be the name that is printed on any second cards ordered on

this account. Please print the name as you would like it to appear on the card:

Section 5: General information	
*Where does the money that you intend to load onto the card generally come from:	
Salary Gift Savings State Benefits	
Other: please specify	
*Expected monthly load:	
£0-50	
*Purpose of card:	
General Spend Savings Gift Travel Corpora	te
Internet Use Pocket Money Money Share	
Internet 636 Trocket Money Endic	
Section 6: Compulsory signatures	
*You must sign TWICE below in order for your application to be processed.	
I have read and accept the Terms and Conditions which apply to reloadable Prime Cards (appe	aring
at www.idtprime.com/reloadable-terms.aspx on the Prime Card website), including those	ina
concerning the use of my information. By doing so, I consent to the information I provide be processed via other companies in IDT Financial Service Limited's group of companies, which	_
located in the United States of America and other countries outside of the European Union.	
Signed: Dated:	
I have read and understood the contents of condition 14.3 of the terms and conditions, and accept the risks which are described there.	
Signed: Dated:	
Tick this box if you do not wish to receive any marketing or promotional materials from IDT Financial Services Limit	ed by
email or SMS (ticking this box may preclude you from receiving any updates or offers on our services to you).	
From time to time, we may pass your contact details on to specially selected partners whose products may be of int to you. If you would like to receive information about such products, then please tick this box.	erest
PART C - ORDER A SECOND CARD (OPTIONAL)	
Section 7: Second cardholder information	
Do you intend to give the second card to another person to use?	•
If yes, please provide the following details of the person you intend to give the second card	
*First name: Middle initial: *Last name: *Date of hirth: 19 *Nationality:	
*Date of birth:	
Please note that a brand new second card will be posted you, bearing the name specified in	Part
B, Section 4.	
*Is this person under 18 years of age?	-
By ticking Yes, you will be activating a feature which blocks the use of both cards at accepta points deemed unsuitable for children. Please note, Prime Cards may only be given to child	
by their parent or legal guardian and cannot be given to those under 13 years of age.	
If you ticked Yes above, please confirm the following:	
*I hereby confirm that I am the under 18's parent or legal guardian:	

# PART D - FURTHER IDENTIFICATION (optional)

Section 8: Identification

To further increase the likelihood of a successful application for maximum card limits and ATM access, we recommend you also complete this part of the form. If you have lived in the UK for more than 2 years or have either utility bills or a UK bank account registered in your name, it is probable that your application for maximum card limits and ATM access will be successful without completing Part D – unless we have already instructed you otherwise via email.

Landline Telephone Number: Please insert a landline telephone number that is registered to the address details and surname you have provided (Part B of this form).
Telephone Number:
Driving Licence: Please note that the driving licence number is the 5th item listed on a UK driving licence, found directly above the signature of the licence holder. Please enter the first 16 characters.
Valid UK full driving licence number:
Valid UK or international passport: A passport is machine-readable when there are two lines of letters, numbers and chevrons (i.e. >>>>>) printed across the long edge of the personal information page and photo page. Enter only the characters and digits from the second line of this text.  (Example) 1234567890 GBR 5458583 F 5458583 <
Machine-readable passport number:
Expiry date: 2 0 Please note, we cannot accept passports that have already expired.
Country of issue:
Section 9: Certified Documentation
Section 3: Sel tilled Bodumentation
Please enclose <b>one</b> of the following pieces of identification:
Either: A photocopy of the photo page of your machine-readable passport
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity  Contact address of the person certifying
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity  Contact address of the person certifying or name of branch if certified at the Post Office or company / institutional stamp date of certification  Your document may be certified by any one of the following individuals:
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity  Contact address of the person certifying or name of branch if certified at the Post Office or company / institutional stamp date of certification
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity  Contact address of the person certifying or name of branch if certified at the Post Office or company / institutional stamp date of certification  Your document may be certified by any one of the following individuals:  Member of Parliament, Justice of the Peace, Minister of Religion, Doctor, Lawyer, established Civil Servant, Bank Officer or a person of similar standing.  The copy of your identification can also be certified at selected branches of the Post Office.
Either: A photocopy of the photo page of your machine-readable passport  Or: A certified photocopy of the photo page of your current passport;  Or: A certified copy of your EU national issued ID card;  Or: A certified copy of your immigration status document, which shows both your residents permit and your photograph.  The certification must read as follows:  This is a true likeness to (your name)  Signature of the person certifying  Name of the person certifying and their position or capacity  Contact address of the person certifying or name of branch if certified at the Post Office or company / institutional stamp date of certification  Your document may be certified by any one of the following individuals:  Member of Parliament, Justice of the Peace, Minister of Religion, Doctor, Lawyer, established Civil Servant, Bank Officer or a person of similar standing.

Purchase fees, usage fees, upgrade fees and card value limits apply. Details and applicable terms and conditions are available at www.idtprime.com. Primary cardholder must be over 18. The Prime electronic money card is issued by IDT Financial Services Limited pursuant to license from MasterCard International Incorporated. MasterCard is a registered trademark of MasterCard International Incorporated. IDT Financial Services Commission, Gibraltar. Registered Office: 57-63 Line Wall Road, Gibraltar. Registered No: 95716.

March 2008

# FREQUENTLY ASKED QUESTIONS

#### How long will it take for my application to be processed?

Should your application be successful, your card will be upgraded within 2-5 working days of us receiving this form. You will be notified of this by email.

#### Do I have to activate my existing Prime Card?

Yes. Before applying for reloadable, you must first call 0800 458 7150 and activate your existing card.

#### What happens if my application is unsuccessful?

If this is the case, we will notify you by email within 2-5 working days, and we may ask you for further information to strengthen your application. This will not have any impact on your existing disposable Prime Card and you will not incur a fee for the application process.

#### Will you perform a credit check?

No. We do not perform any credit checks for Prime Card purchases or reloadable upgrades.

#### Is there a minimum balance required to perform an upgrade?

You will need to have enough funds to cover the upgrade fee, which is £1.95. If you are also ordering a second card, there is an additional £5.00 fee. You will need to have these amounts on your card.

#### Do I need to be over 18 to upgrade my card?

You do not need to be over 18 to use a Prime Card. However, for security reasons, a parent or guardian over 18 years of age will need to carry out the upgrade application on your behalf and name you on the card account.

#### If I have ordered a second card, when will it arrive?

You should receive your second Prime Card within 14 days of your upgrade being approved. In most cases you will receive it within 7-9 days.

#### Will I need to activate my new card upon receipt?

Where a second card is sent out, no activation is required. However, where a lost/stolen replacement card is sent out, activation is required.

#### Do I need a PIN to use my card at an ATM machine?

Yes, we will send you a PIN securely if you qualify for ATM access. Everyone can qualify by submitting the certified documentation listed in Part D of this form. Your ATM PIN is not the same as your Account Code.

#### Do I need a PIN to make purchases in shops?

No. You do not need a PIN to use a Prime Card in shops as this is not a 'Chip and PIN' card. For more information, visit www.idtprime.com

#### Can I have two Prime Reloadable Accounts?

No. For regulatory reasons it is only possible to upgrade one Prime Card per customer.