



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 Internal Use Only

9010

RT

Other

 IDT FINANCE

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 Prime Card balance.** Please select one of the upgrade options below:

Please make my existing Prime Card reloadable.

Price **£1.95**

I confirm £1.95 is available on my card balance.

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:

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:

*Title: Mr, Mrs, Ms, Miss (circle option) *First name: _____ Middle initial: _____

*Last name: _____ *Date of birth:

*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? Yes No

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:

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 £51-100 £101-200 £201-500 £500+

*Purpose of card:

- General Spend Savings Gift Travel Corporate
 Internet Use Pocket Money Money Share

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 (appearing at www.idtprime.com/reloadable-terms.aspx on the Prime Card website), including those concerning the use of my information. By doing so, I consent to the information I provide being processed via other companies in IDT Financial Service Limited's group of companies, which are 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 Limited 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 interest to you. If you would like to receive information about such products, then please tick this box.

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? Yes No

If yes, please provide the following details of the person you intend to give the second card to:

*First name: _____ Middle initial: ____ *Last name: _____

*Date of birth: *Nationality: _____

*Country of residence: _____ *Relationship to Account Holder: _____

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? Yes No

By ticking Yes, you will be activating a feature which blocks the use of both cards 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 confirm the following:

*I hereby confirm that I am the under 18's parent or legal guardian: Yes

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.