

# **Flynamics FAQ's**

## **1. What is the Virtual Prepaid Card?**

Virtual prepaid cards are electronically/digitally produced and delivered. Once you have one, you can use it to make a one-off payment or for ongoing transactions. Before you pay with the card, you must add funds to it.

## **2. How does the Mastercard Prepaid Card work?**

The Virtual Prepaid Card are reloadable prepaid debit cards, which means you can spend up to the money you have loaded on your Card anywhere Mastercard cards are accepted.

## **3. What are the benefits of having a Prepaid Card?**

- Saves time – easy access to the funds on the Card.
- Improved convenience – use for purchases everywhere Mastercard Cards are accepted and at virtually anytime of the day.
- Improved security – no need to carry large amounts of cash with you.
- Better control over managing the money on the Card – take only the money you need, when you need it.
- You can track your spends by login into Flynamics App.
- No ATM transaction fees
- Build brand awareness with customization
- Deliver funds instantly
- Reduced fraud

## **4. How do I register the Prepaid Card?**

You can simply download the Flynamics App from Google playstore or Apple store and then apply your card.

## 5. Why should I register the Prepaid Card?

Registering the Card has several benefits:

- It enables our Customer Service to quickly assist you when you need assistance.
- It protects you if the Card is ever lost or stolen. By registering the Card, our customer service representative will be able to identify you as the cardholder and may be able to reimburse you for lost funds.

## 6. How can I load money into my Flynamics card?

You can load virtual and into their digital wallets to enable instant and secure access to funds any way they choose to pay. So, Currently we have enabled bank transfer to your AUD virtual account ( Real time payments ) & PayID as a payment methods and later we will enable Debit & Credit cards as a payment method option.

## 7. Is my confidential information secure online?

Security is of the highest importance to us, and the Card account details are protected with many layers of security. All the data you receive online is sent in encrypted (scrambled) format. Our server is protected with “firewall” technology and the Card account can only be accessed by means of a password known only to you.

## 8.How can I check my balance?

You can go to Flynamics app to find the balance on the Card.

## 10.Is the Card a debit card or a credit card?

The Card is a Prepaid payment instrument with your currency value. The Card is not a credit, charge or a debit card. This Card should not be used for any unlawful purposes.

11. Where to i can share my feedback or complaints?

You can register a complaint by writing us an email / You can write a complaint in a Chatbot.

12. What is the expiry date of my card?

This card is valid for a one year from the date of issuance.

13. Does it have a credit limit?

No, it is not a credit card hence is has no credit limit. You cannot spend more money than is on the card account.