

Fintwist: Quick tips

At Fintwist, we're here for you. We're dedicated to helping you make the most out of your money.



You want to activate your card first

- **Call 888.265.8228 to activate your card before use** to avoid a fee. Save the Fintwist Customer Service number in your phone. Note: The pound key is [#] and the star key is [*]. Press [*] to return to the automated system previous menu. Press [9] to access the main automated system menu. Press [0] to speak with a customer service representative.
- **Enter your activation code**, which is your date of birth. For example, if your birthday is April 7, 1975, your activation code will be 04071975.



Always select the checking option when using an ATM machine to withdraw cash

Use the Fintwist mobile app to find an ATM near you.



Download the Mobile App

Download the Fintwist Mobile App from the Apple or Google Play App Stores to see when you get paid, check your balance, track your spending, and restrict your card if its lost or stolen.



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App Store® is a trademark of Apple Inc.

Do's and Don'ts

- **Do** call Fintwist Customer Service and speak with a live agent at 888.265.8228, if a transaction has been declined or if your card has been stolen, blocked, or lost.
 - **Do** use your card like cash and enjoy making purchases anywhere Mastercard is accepted.
 - **Do** remember your PIN, if entered incorrectly three times, the card will be blocked.
 - **Do** register on the website and download the Fintwist app to check your balance and get full access to all of the money saving features.
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- To avoid fees, **do not** continue to use your card when your transaction is declined.
 - To avoid fees, **do not** check your balance at an ATM.
 - **Do not** use your donor card to pay for gas at the pump. You must go inside and prepay for the gas.