

GREENLIGHT FAQ

I signed up through the Country Bank link, but I was just charged a monthly fee.

Please contact Greenlight Customer service by calling (888) 483-2645 or texting (404) 974-3024 and inform them you would like to be added to the Country Bank partnership program.

Can existing Greenlight customers be added to the program?

Yes! Once existing Greenlight customers add their Country Bank account as a funding source they can reach out to Greenlight customer service and request to be added to the Country Bank partnership program. Ph: (888) 483-2645

Can I send money to my child's Greenlight card from the Country bank app or website?

No, Greenlight is its own individual app, but within the Greenlight app you can send money to your child's card, turn their card on/off, set up spending controls, allowance, chores and more.

Is there a minimum age to have a Greenlight card?

We support kids and grownups of all ages. No minimum (or maximum) age for kids here. The Primary must be at least 18 years old and a U.S. resident.

Is this a debit or credit card?

Greenlight is a debit card for kids, not a credit card. Parents load money onto the card from their own funding source connected through their Greenlight app. And because it's a debit card, kids can't spend what isn't there. That's a pretty valuable life lesson.

Is there an app for kids?

Kids and parents will both use the same Greenlight app you see in the app store, but have two different experiences and individual login credentials. Parents can set up their child's login under the child's profile settings.

Is Greenlight safe?

Greenlight debit cards are FDIC-insured up to \$250,000 and come with Mastercard's Zero Liability Protection. Greenlight blocks 'unsafe' spending categories, sends real-time transaction notifications, lets parents turn cards off at any time, and gives parents flexible ATM and spending controls.

Can Greenlight card be used Internationally?

Yes, the Greenlight card can be used internationally in most countries, and there are no international fees or any foreign transaction fees! For a complete list of countries the card cannot be used click [here](#).

How long does it take for my debit card to arrive?

After completing registration or requesting a replacement card, your debit card will arrive within 7-10 business days. If you would like to expedite your shipping for your card to arrive within 2-3 business days, you can call our customer service team at 888-483-2645 within 12 hours of signing up. You can request to have your shipping expedited for a one-time fee of \$24.99.



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How do I verify my funding source?

Bank Account

If you are prompted to verify your Bank Account when manually adding your funding source, you will receive 2 small deposits of \$1.00 or less in your bank account within 1-2 business days. To verify your bank account as a funding source, you will need to input the 2 micro deposit amounts into your Greenlight app when prompted to verify.

If you do not see these deposits within 3 business days, please contact your banking service provider directly and have them take a look at the status of your bank account. Once you complete verification, the 2 micro deposits will be removed from your bank account to offset the deposit amounts.

Debit Card

Once you add your debit card as a funding source and make your initial funding load, you should see 2 transactions on your debit card that add up to the initial load amount. You will need to confirm these transactions within 3 business days in the Greenlight app to verify your debit card. If you do not see these transactions within 4 business days, please contact your banking service provider directly and have them take a look at the status of your bank account.

How do I activate my child's Greenlight card?

When your child's card arrives, follow these simple steps to activate it right away:

1. Open your Greenlight app. From your Parent Dashboard, you should see a notification prompting you to activate your child's card.
2. Tap on the notification and input the card's expiration date in the app to activate it.
3. Next, visit your child's dashboard by clicking their square at the top of your Parent Dashboard.
4. Select "Manage Card" then "Set debit card PIN." After the PIN is set, your physical card is activated and ready to use!

How can I check my child's spending history?

We have made it super easy to check your child's spending history.

1. Navigate to your child's dashboard.
2. Click on the Spending tile.
3. At the top right, click on "History."

You then have the ability to filter the view to see spending history for the last 30 days, 90 days, or 12 months as well as grouping transactions by stores.



HELPFUL LINKS

Greenlight Cardholder Agreement	https://greenlight.com/cardholder
Greenlight FAQ	https://greenlight.com/faq
Greenlight Help Center	https://help.greenlight.com/hc/en-us
Submit a Support Ticket	https://help.greenlight.com/hc/en-us/requests/new
Text Greenlight Customer Service	(404) 974-3024
Call Greenlight Customer Service	(888) 483-2645
Email Greenlight Customer Service	support@greenlight.com

