# GETTING TO KNOW YOUR OGPAY®

Here are important information about your OGPAY wallet.

Debit Card : ****-4052		
Wallet Number : (323) 330-3010 al Card Balance	\$50.75	
VIRTUAL DEBIT CARD	>	
VIEW TRANSACTIONS	>	
MOVE FUNDS TO MOBILE WALLET	>	
CHANGE PIN	>	
REPORT LOST CARD	>	
DIRECT DEPOSIT INFO	>	
MAKE ILD CALLS	>	
	Wallet Number : (323) 330-3010 al Card Balance VIRTUAL DEBIT CARD VIEW TRANSACTIONS MOVE FUNDS TO MOBILE WALLET CHANGE PIN REPORT LOST CARD DIRECT DEPOSIT INFO MAKE ILD CALLS	Wallet Number : (323) 330-3010     Ial Card Balance   \$50.75     VIRTUAL DEBIT CARD   >     VIEW TBANSACTIONS   >     MOVE FUNDS TO MOBILE WALLET   >     CHANGE PIN   >     REPORT LOST CARD   >     DIRECT DEPOSIT INFO   >

# 1. HOW DO I VERIFY MY IDENTITY?

On your dashboard, you can verify your Identity under 'Account Badges' click on 'Verify Your Identity', fill in the correct information and click submit. (P. 1) If you aren't able to verify, please contact OGPAY<sup>®</sup> Customer Support and we will be happy to assist you.

Verifying your identity allows your mobile wallet account to have a balance greater than \$500. This will also allow you to add a US Banking / Savings account. **The validation is free of charge and does not affect your credit.** 

For US DPs only: for verification purposes, you may be asked to provide a picture of the front and back of your government-issued id, Social Security Card and a recent utility bill/bank statement.





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## 2. HOW TO ADD A VIRTUAL AND PHYSICAL DEBIT CARD? HOW DO YOU VERIFY YOUR PHYSICAL DEBIT CARD?

If you have not requested your virtual card and physical debit card yet, click 'Request Card Now' on your dashboard page fill in the correct information and click the "Add Visa Card" button. (P. 2) If you aren't able to verify, please contact OGPAY® Customer Support and we will be happy to assist you.

Your OGPAY® Virtual Debit card can be used for any online purchases that accept Visa.

The physical debit card is only available in the US, and should be delivered in 10-14 business days. Please, make sure to verify the delivery address.

For US DPs only: for verification purposes, you may be asked to provide a picture of the front and back of your Driver's license, Social Security Card and a recent utility bill/bank statement

YOUR VIRTUAL VISA CARD	YOUR PHYSICAL VISA CARD			
Request Card Now	Request Card Now			

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P. 3.1

Method:		
Email and Text Message		
Email		
Country Code		
+1		(Your cell phone country)
Cell:		
		(Please enter cell number without country code OR prefit
	1	
Update Notification Methods	1.1	



P. 4.1





# 3. NOTIFICATION METHOD, SECURITY CODE AND WALLET ID MANAGEMENT

To update your notification method click on 'Update Notification Methods' on the left side of your dashboard. (P. 3.1)

After clicking "Update Notification Methods" you can select "Email and Text Message" as the desired method. Enter your email address and phone number\* and confirm by clicking "Update Notification Methods". (P. 3.2)

Note: For mobile numbers, 1. Select the correct country code 2. Enter your mobile number without any country code or prefix. For security purposes, the system will send a security code via SMS and/or email whenever you log in to a new device. If you can't complete the process above, please contact OGPAY<sup>®</sup> Customer Support and we will be happy to assist you.

### 4. PIN MANAGEMENT

If you forget your PIN, you can reset it using the 'Forgot PIN' feature found in your online OGPAY® Portal under 'PIN management'. Log in to your OGPAY® Wallet, click on 'PIN Management', and Select 'Forgot PIN'. (P. 4.1)

You will be asked to enter your OGPAY® username and password, and a security code will be sent to your mobile # via SMS or email (or both). (P. 4.2)

To successfully receive the security codes, please ensure you have set up your notifications properly. (Recommended option is to set up for both email and phone).

\* For security reasons, our customer service team has no access to this section and will not be able to assist with any Pin update.



# 5. WHERE CAN I MANAGE MY USERNAME AND PASSWORD?

Log in to your OGPAY® mobile wallet, click on 'Settings' under 'Account', then click on 'Password' or 'Username' depending on which one you need to update. (P. 5.1)

m Mobile Wallet	folio Accounts 🛛 🔂
Customer Address Mailing Addresses Tickets Settings	PIN Management Refer Friend
Welcome	Username Password
	USERNAME
Note: Usernames must be at least 7 characters long and alphanumeric. Passwords must be at least seven characters long and contain both alphanumeric characters, upper and lower case characters, and special characters (ex: \$%*@_&#!.).</td><td>Current Username: Enter New Username:</td></tr></tbody></table>	

#### P. 5.1



#### P. 5.2

If you forgot my OGPay® password or username, select 'Forgot Password' or 'Forgot Username' on the login page and follow the steps. (P. 5.2)



# 6. WALLET ID MANAGEMENT

How do I update my wallet number? To update your mobile wallet number click 'Wallet ID Management' under 'Mobile Wallet' and add your new mobile wallet number with the correct country code. Then click 'Update'. (P. 6)



Mobile Wallet Numbe	Alternate Securit	y Code Notification Numb	er
MANAGING YOUR MOI	BILE WALLET NUMBER		
During the activatio enter that number h	n process, we registered y below and click on Update	our mobile number as yo Mobile Wallet Number.	our mobile wallet number. To regis
OGPay Number	(604)		
Country Code	+1		line .
New Mobile Wallet N	umber		

## 7. HOW CAN I LINK MY CREDIT CARD TO MY MOBILE WALLET ACCOUNT?

To add your credit card, please go to 'Linked Accounts" under mobile wallet, click "Credit Cards" and "Add a Credit Card" button.

Complete the required information. Then you will need to verify your credit card by doing a 'Micro Transaction.

Welcome		US Bank Accounts Bank Debit Cards Credit Cards
ACCOUNT BALANCES		CREDIT CARD LOAD METHODS
Mobile Wallet Number :	USD (\$)	
WALLET AVAILABLE	\$9.11	OGPay Wallet allows you to securely add as many credit cards as you wish onto your account. If you wish to process a transaction
VIRTUAL CARD	\$0.00	with a credit card vs your available OGPay Wallet balance, then you can do so. When participating merchants process your transaction, you will not be required to provide any carditive information. This makes using a credit pard the number and and
DIGITAL ASSETS	\$0.00	services online much safer by simply using your mobile number and then approving that transaction in the Pending Purchases
PRECIOUS METALS	\$0.00	section of your OGPay Wallet data application.
BALANCE HISTO	IRY	New VestBack Places VestBack New 🗧 Visco Parameter Commenced I Associates VestBackers 📃 Commenced Mark VestBack
BALANCE HISTO	IRY	Not Verified: Please Verify Now Alinco Raymonts Processed / Availung Verifications
BALANCE HISTO	PRY	Not Verified: Please Verify Now     Minto Dayments Processed / Availing Verified       PRIMARY     NICKNAME     TYPE     CARD #     EXPIRES     EDIT     DELETE     VERIFY
BALANCE HISTO	RY	Not Verified: Please Verify Now Minor Dovrnums: Processed / Availung Verified PRIMARY NICKNAME TYPE CARD # EXPIRES EDIT DELETE VERIFY
BALANCE HISTO	IRY	Not Verified: Please Verify Now Minto Raymums Processed / Awaiting Verified: PRIMARY NICKNAME TYPE CARD # EXPIRES EDIT DELETE VERIFY
BALANCE HISTO	PPY	Not Verified: Please Verify Now Minor Raymann Processed / Awaiting Verified PRIMARY NICKNAME TYPE CARD # EXPIRES EDIT DELETE VERIFY Add a Credit Card
BALANCE HISTO	07 Jul 2022	Not Verified: Please Verify Now Minno Raymanni Processed / Awaiting Verified PRIMARY NICKNAME TYPE CARD # EXPIRES EDIT DELETE VERIFY Add a Credit Card
BALANCE HISTO	07.Jul 2022	Not Verified: Please Verify Now Minor Raymanni Processed / Awaiting Verified PRIMARY NICKNAME TYPE CARD # EXPIRES EDIT DELETE VERIFY Add a Credit Card  Once you have added a credit card to load funds onto your Abbile Wallet, we will make two micro transactions from that card account. When these micro transactions reach your card account, you will make two micro transactions from that card

#### P. 7.1

ashboard Send Money Request Funds Load Money	Linked Accounts Scheduled 1	tansactions Transactions	Hicknames Wats	et TO Management Close	Account 07		
Velcome	USA Bank Accounts	Bank Debit Cards	Credit Card				
ACCOUNT BALANCES	ADD CREDIT CARD						
Aobile Wallet Number USD (\$)							
VALLET AVAILABLE \$9.11	Card Type *	Vice	1.1	Card Expiration*	03	- 2022	
IRTUAL CARD \$0,00	Card type	1.00		care expression	-		
IGITAL ASSETS \$0.00	a source of						
RECIOUS METALS \$0,00	Card Number*			Nickname*			
The summer of the second							
BALANCE HISTORY	Name on Card .						
	Billing Address						
2002 21 Jun 2022 29 Jun 2022 07 Jul 2022	First Name*						
Daty Available Batance							
Load Money View Hartactors	Last Name *						
IOBILE WALLET MONEY IN / OUT	Address 1*						
	Address 2						
1111000	City*						
Daty Manay In Out Balance							
B MONEY IN B MONEY OUT							
	State						
Mobile Wallet							
	Zip or Postal Code "						

NOTE: To link your credit card is not mandatory, and this is not the procedure for transferring your funds to your bank account. This is establishing your card details as load and offload methods. Linking your credit card serves as a saved template whenever you will do a transfer and as a load method.

#### P. 7.2

\*\*\* To know more about the OGPAY wallet, please feel free to visit the OGPAY FAQ in your back office under resources.