

Spending Card FAQs

General Information

Why would someone want to purchase an Arvest Spending Card?

A Spending Card is perfect for a large number of uses: providing funds for teens and students, supporting family members, travel, making internet purchases and use as a household budgeting tool. Load, spend and reload funds over and over as needed. Easy to use and free tools to manage the card make it a simple way to manage expenses or share money with a loved one.

Who can have an Arvest Spending Card?

Spending Cards are available for purchase by anyone with an un-expired, government-issued photo ID that includes name and address and verification of resident mailing address. Teens and students under the age of 18 can have a Spending Card with their name embossed on it, they simply need a parent or guardian as an account owner.

What information do I need to get a card?

You will need an un-expired, government-issued photo ID that includes your name and address and verification of resident mailing address. If the card is to be issued in the name of a family member, they will need to be present and should also have a photo ID available.

How old do you have to be to use the card?

An authorized cardholder of any age may make purchases.. Minors under the age of 18 need a parent or legal guardian with them during the card application process. Some merchants will ask to see the ID of the cardholder. So, it may be wise for underage users to have a student ID or other type of valid ID when using the Card.

How long does it take to get my new Spending Card in the mail?

You should receive your personalized Spending Card within 7-10 days of ordering. If you have not received within that time period, please contact the bank.

Is this different than a credit card?

Yes. Purchases are made with funds you have loaded on the card and are not credit-based transactions.

Am I charged interest for this card?

No. Purchases are made with funds you have loaded on the card, so there are no interest charges assessed.

What if I have bad credit? Can I still get this card?

Yes. In most cases poor credit history will not prevent you from obtaining the card.

Does buying or using this card build my credit rating?

No. Because you spend the funds you load on the card, it does not influence or build credit history. The Spending Card is a good tool for teaching card use and responsibility.

Can I earn Arvest Rewards points with my Spending Card?

Yes. The Spending Card can be added to an existing Arvest Rewards account. You cannot open an Arvest Rewards Account with only a Spending Card.

Can I have more than one Spending Card?

Yes. Each card will be separately funded and would incur an individual monthly fee.

Using the Arvest Spending Card**How does my Arvest Spending Card work?**

The Arvest Spending Card allows you to “load” the card with funds either by depositing cash, making a transfer to the card, depositing a check or by receiving a direct deposit. You can then use the card for ATM withdrawals or for purchases anywhere Visa debit is accepted. The card can be loaded and used for purchases multiple times without additional fees.

Can I set up a payroll or government direct deposit on my card?

Yes. Simply provide your employer or government entity with your card number and the bank’s routing number to set up direct deposit. If you have a question about the routing number or how to set up direct deposit, call 1-866-MY ARVEST (866-692-7837) between 8:00 am and 7:00 pm.

How can I get cash from my Spending Card?

You can retrieve cash from your card balance by making an ATM withdrawal or by asking for cash back when completing a purchase using your Spending Card. Cash back purchases will require you to enter your PIN.

How do I make an ATM withdrawal?

Follow these directions to use your card in most ATMs:

1. Insert your ATM Card into the machine, look for a picture to show you where and how to insert the card.
2. Select a language if asked.
3. Enter your PIN (Personal Identification Number), then press Enter.
4. Follow the instructions on the screen to select the type of transaction. (withdrawal or balance inquiry)
5. To withdraw money: If you want to withdraw (take out) money, select or enter the amount to withdraw. Most machines dispense money in fixed amounts. You may be given a choice between common amounts or you may be asked to enter a number that is a multiple of 20 (20, 40, 60, 80, etc.). Take the cash when the door opens. Put it directly into your wallet. Remember to collect your card and your receipt and record the withdrawal in your records.
6. A *balance inquiry*: If you want to check your card balance at an ATM, select the “Balance Inquiry” option. The ATM will give you a receipt with your balance printed on it. Remember to collect your card and your receipt before leaving.

How do I make a debit purchase?

You can make purchases with your Arvest Spending card almost anywhere that accepts Visa debit cards. This includes many establishments such as retail stores, department stores, grocery stores, and bookstores for example. To make a purchase, simply present

your card to the cashier or swipe the card on the card machine provided. If prompted, enter your PIN to complete the transaction. Remember, you must have the funds available on your card to make the purchase.

There is no fee for making a debit card style purchase using your Spending card. Your card may also be used to make telephone or Internet purchases.

Please be cautious in providing your card information over the phone or on the Internet if you have any suspicions of fraudulent activity. When using your card for debit purchases, please remember to retain the receipt or note the transaction for record keeping.

Do I sign my card?

Yes. the recipient (end user) of the card should sign the back immediately upon receipt.

Can I spend more money than I have on the card?

No. Transactions are limited to the funds you have loaded on the card.

How do I reload funds on the card?

There are several ways to add money to the card:

1. Bring cash into your nearest Arvest location
2. Transfer funds to the card using the automated phone system
3. Transfer funds to the card using Arvest Banking On the Net
4. Set up a direct deposit of payroll or government checks
5. Deposit a check to the bank and add funds onto the card*

**If the deposited check is not drawn on Arvest, it may not eligible to be loaded to the card.*

Are there dollar load limits to the card?

Yes. \$500 per day ATM withdrawal limit, \$3000 maximum monthly withdrawal limits. The maximum monthly amount loaded to the card cannot exceed \$5,000

How important is it to know the card balance?

It is very important for the card user to keep up with the available balance on the card. If the card is presented as payment for a transaction that exceeds the value of the card, the transaction will be declined. Because of this, it is VERY important that the user knows the value on the card and asks for a split transaction at the point of sale.

(For example: A customer with \$35 on their gift card is making a \$50 purchase. The customer should ask the cashier to charge \$35 of the purchase to the gift card and then pay the additional \$15 by another means.)

How do I check the card balance?

You can easily track transactions made with the Arvest Spending Card. Arvest Banking On the Net, 24-hour Info Line (877-618-2648) and monthly e.Statements will allow you to follow Spending card transactions and balances. Contact a nearby Arvest Bank to sign up for any of these services.

How do I make a purchase for more than the balance of my Spending Card?

When paying for part of your purchase with your Spending Card and part with a second source:

1. Let the cashier know in advance you will be using 2 forms of payment.

2. Present the card and state the specific amount to be used.
3. Pay the cashier the difference with a second form of payment (cash, credit or check).

How can I check my transaction history?

You can access transaction history by using Arvest Banking On the Net, 24-hour Info Line (877-618-2648) and monthly e.Statements. Contact a nearby Arvest Bank to sign up for any of these services.

Can I use my card for gas purchases?

When purchasing fuel we recommend you use the card to pay the attendant in advance instead of using pay at the pump to avoid any possible problems with pre-authorization amounts, which could result in a declined transaction.

Can I use my card to rent a car or make hotel reservations?

Yes. However, when you use the card to secure a reservation the rental agency or hotel may check to make sure adequate balances are available and may place a hold on estimated expenses. A hold on your funds will prevent you from using them until the hold is released.

Can I use my card at a restaurant?

Yes. However, you should be aware that many restaurants factor in an automatic tip of up to 20% when authorizing card purchases. If the restaurant does this and your restaurant bill plus the tip exceeds the amount of the card, the transaction will be declined.

Can I use my card for online or phone purchases?

Yes. However, some merchants require that the card be registered with VISA. Most of these sites will direct the shopper to the VISA website for registration.

Card Usage Fees

What are the fees for the card?

One-time Card Issuance Fee	\$5.97
Monthly Maintenance Fee	\$2.97 per month
ATM Usage Fee-Arvest ATM	No Fee
ATM Usage Fee-Non Arvest	ATM \$1.00*
ATM Balance Inquiry-Arvest	ATM No Fee
24-Hour Account Info Line	No Fee
Teller Cash transaction/unload	\$2.00
Lost/Stolen Replacement Card	\$7.50
Mailed Paper Statement (optional)	\$1.00 per month
Dormant Account Status	\$7.97 per month

**some non-Arvest ATMs may charge an additional local fee*

Am I charged interest for this card?

No. Purchases are made with funds you have loaded on the card, so there are no interest charges assessed.

What is a dormant fee?

A dormant account status fee of \$7.97/month will be charged after 12 months of inactivity to offset maintenance costs. We recommend you use the funds on your card and then deactivate the card by calling the bank to avoid this charge.

Have a Problem or Need Help?

I forgot my PIN, what do I do?

Visit a nearby Arvest banking location to reset your PIN at no charge.

What happens if my account goes into the negative by accident?

The card is designed to only make purchases for the amount you have loaded and does not have overdraft privilege. In the unlikely event your card balance becomes negative due to a transaction, your next deposit will apply toward the negative balance.

If my card expires, what do I do? Will I get a new one?

Yes. You will receive a new one in the mail prior to expiration. Please make sure to keep the bank updated with your current address.

How do I sign up for Banking On the Net?

Visit a nearby Arvest banking location. There is no fee for this service.

How do I sign up for the 24-Hour Account Info Line?

Visit a nearby Arvest banking location. There is no fee for this service.

Can I get a paper statement?

Yes. Call 1-866-MY ARVEST (866-692-7837) between 8:00 am and 7:00 pm to request a monthly paper statement. There is an additional \$1 monthly fee for this service.

Can I see my card activity on my cell phone?

Yes. If you are a supported Arvest Mobile Banking user, you can view your balance and recent transactions on your mobile device.

Can I spend more money than I have on the card?

No. Transactions are limited to the funds you have loaded on the card.

What if someone steals my card or uses it without my permission?

If your card is lost or stolen or if you believe someone has made unauthorized purchases with your card, contact the bank immediately.

What do I do if the card is lost or stolen?

If your card is lost or stolen or if you believe someone has made unauthorized purchases with your card, contact the bank immediately.

What do I do with the card when I've spent the funds and no longer want it?

Contact the bank to deactivate the card to avoid any additional monthly service charges.

What if I decide I don't want the card anymore, how do I get my money?

If possible, it is recommended that you make purchases or ATM withdrawals to use the funds remaining on the card, or transfer them to another Arvest account. If this is not

possible, you can visit an Arvest location to get your remaining funds for a \$2.00 service fee.

What are posted transactions?

Posted transactions are purchases, bill payments, and credits that have been processed by the merchant's bank. In most cases, it takes about a day or two for the transaction amount to be deducted or credited to your account after a transaction is made. When the transaction has finished processing, the status changes from "pending" to "posted" on your transaction history.

What are pending transactions?

This is the amount of money a merchant holds back from your "Card Balance" to cover purchases that have not yet been deducted from your account.

Some merchant types, such as hotels, car rentals and gas station pay-at the pump terminals have a policy that requires them to pre-authorize and temporarily hold an amount from your Spending Card that could be more than your actual purchase amount. After the purchase is processed, these funds are no longer held and your card is charged for the actual purchase amount. In some cases, availability of the pre-authorized funds can take several days.

How do I dispute a transaction?

In case of a possible error, telephone, write, visit a local branch or e-mail Arvest at once if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than 60 days after the statement was made available on which the problem appeared.

When contacting to inform Arvest of a dispute, please have the following information included for researching purposes:

- Your full name
- Your Card Number
- Describe the error of the transaction you are unsure about, and explain as clearly as you can why you believe it is in error or why you need more information.
- Tell us the dollar amount, date, and name of merchant (if available) of the suspected error.

If you notify Arvest via telephone call, we may require that you send us your complaint or question(s) in writing within 10 business days. We will research and determine whether an error occurred usually within 10 business days after the dispute has been made.

Please note that although Arvest strives for prompt customer service, there could arise a situation that would require additional time for research to take place. If this happens, then Arvest reserves the right to take up to 45 days to investigate the dispute. If this occurs then your Card will be credited within 10 days for the amount of funds in question for your use during this time frame. If upon completion our research determines that an error did occur then it would be corrected promptly.

If we ask you to put your complaint or question in writing and it is not received it within 10 business days, we may not credit your account.

If we do not complete a transfer to or from your Card on time or in the correct amount according to our Agreement, Arvest will be liable for your losses or damages that are occasioned by Arvest's gross negligence or willful misconduct. In any event, damages will be limited to actual damages in an amount not to exceed the amount that Arvest should have transferred pursuant to your request. In no event will Arvest be liable for incidental or consequential damages.