

Activate your new digital Visa card!

In order to use your digital Visa card, it is necessary to activate the card on your smartphone. To do this, please download the My SocialCard app to your smartphone. At the same time, we have sent you an e-mail containing your 8-digit authorisation code and your 19-digit card number. These two pieces of data will be requested when you open the app for the first time.

Apple Store: www.socialcard.de/ios	Google Play Store: www.socialcard.de/android
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How can I pay with my digital card?

To pay with the digital card, simply add the card to the Apple or Google Wallet on your smartphone and then pay via Apple Pay or Google Pay.

Where can I pay with my digital card?

You can pay with your card wherever Visa is accepted. To pay in shops, simply use Apple Pay or Google Pay on your smartphone. Card use may be regionally restricted, i.e. you can only pay with the card in certain regions. The card-issuing organisation will inform you of this.

Where and how much cash can I withdraw with my digital card?

- Free of charge in retail outlets: You can withdraw cash in many shops as part of your purchase. Please note that a small minimum spend is often required to withdraw cash. You can find out which shops in your area offer this service online at www.socialcard.de.
- ATM: You can withdraw cash from any ATM. This may incur a charge of EUR 0.65 per withdrawal. Please check in advance whether the ATM accepts digital cards.

The card-issuing organisation will let you know how much cash you can withdraw each month. You can check your cash limit and how much you have already withdrawn this month at any time in the My SocialCard app or at www.socialcard.de.

Where can I get help if I need support?

On our website www.socialcard.de you will find extensive information about your SocialCard and can chat with us or call us at any time.

You can also register on the website of our online portal. The online portal offers you a comprehensive overview of your SocialCard: What is my credit limit? In which region can I pay with the card? How much cash do I still have at my disposal?



To access the online portal, use the same access data as for your My SocialCard app.