

KINGSTON

Your card is pre-registered. Follow these easy steps to **activate**:

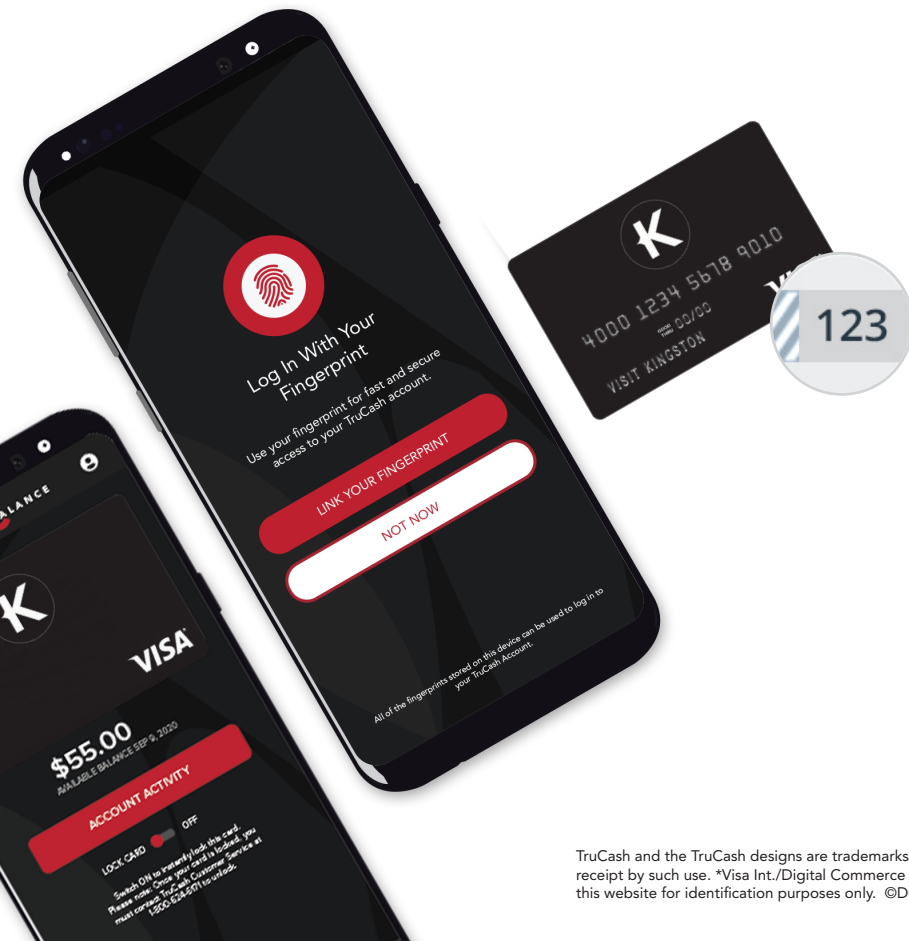
- Visit: **visitkingston.trucash.com**
- Login with your information:
 - 16 digit card number, CVV & Expiry Date
- Your card will be activated and ready to use. Enjoy!

Access your card using the portal or the Kingston Balance Checker App

- Instant access to your card 24/7
- You can check your balance on the go
- Protect your card from fraudulent activity

The Kingston Balance Checker App is available on Google Play or App Store. Download the app to access your account.

- Use your Last 8 digit card number, CVV & Expiry Date
- You can check your balance, transactions or lock your card
- Use Face Recognition or Fingerprint to access app



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Important information to remember when using your card.

- Ensure card activation steps are complete prior to use.
- This Tourism Kingston Prepaid Visa® Card is a prepaid, stored value payment card. You can only spend the loaded amount.
- **Security:** Funds will be dormant after 3 months of inactivity. Simply use the Balance Checker, Portal or call customer service to re-activate.
- When using your card at any point of sale (POS) machines, you must **swipe** the card through the terminal.
- If prompted for an “Account” on the POS machine, please select **Credit Card**, not Debit card or Gift card.
- When purchasing gas, payments must be made **in-store with the cashier.**
 - Important:** Do not use your card to pay at the gas pump. Most pumps do not accept prepaid Visa cards.
- If a purchase amount **exceeds** the available balance, the transaction will be declined, it must be processed as a **split payment**. When making a partial payment with your card, you should:
 - Always check your available balance
 - Let the merchant know that you would like to split the payment
 - Advise the merchant of the amount you would like applied against your card.



We are here to help!

Speak to our representatives

Our TruCash customer service representatives are standing by.

Call: **1-800-624-6171**

Monday - Friday: 9AM to 5PM EST

After Hours Help

Our Interactive Voice Response (IVR) system is available 24/7 to check your card balance.

Frequently Asked Questions

Visit the FAQ page on:

visitkingston.trucash.com

Need additional assistance?

Please send us an email at:

mycitycard@trucash.com