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# OnePay Mastercard® guide



ENGLISH

onepay

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## Need to get in touch?

### Online help centre:

[www.onepay.co.uk/help](http://www.onepay.co.uk/help)

### Email:

[theteam@onepay.co.uk](mailto:theteam@onepay.co.uk)

**To report your card lost or stolen,  
please call customer services:**

0113 320 1900\*

\* Calls are charged at your standard network rate, calls from mobiles may be higher.

# Setting up & managing your account



**You must ensure your card is activated to start using it. To do this, have your card with you and activate it via the 'My OnePay' app, your Online Portal, or call our automated telephone service on 0113 320 1900\***

## Accessing your Online Portal

You can use your Online Portal to:

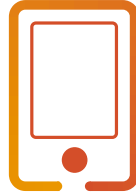
- Activate your card
- View your transaction history and download statements
- Check your balance
- Retrieve your PIN
- Send money to OnePay Select customers

- Adjust the settings of your OnePay card
- Easily complete additional identification checks and access more features, visit [www.onepay.co.uk/select](http://www.onepay.co.uk/select) to find out more

## To create your account:

- Go online to [www.onepay.co.uk](http://www.onepay.co.uk), click 'log in' and select the Mastercard option. For this you'll need:
  - Your OnePay customer number (the first 10 digits at the bottom of your card)
  - Your email address or mobile number if provided on application

## Setting up & managing your account



### Managing your account from your mobile device

As well as your Online Portal, you can also use the OnePay app to manage your account, view transactions, statements, your balance and more.

You can download the app on your Android or Apple device by searching 'My OnePay'. Look for the OnePay logo shown opposite.



My OnePay



The OnePay app is only supported by selected devices running on iOS 9.3 and above or Android 5.0 and above. OnePay does not charge you for using the OnePay app, however your mobile operator may charge you to access the app. Access and usage may be restricted by signal limitations. Apple is a trademark of Apple Inc, registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android/Google Play is a trademark of Google Inc.

## Your Personal Identification Number (PIN)



Your PIN will arrive in the post a couple of days after you receive your card. If you need it sooner, you can access it on your app or Online Portal.

Use your PIN at ATM's to check your balance and withdraw money or when paying in stores.

When you receive your PIN you can change it to a 4-digit number you can remember that is only known to you. You can change your PIN at selected ATMs, just follow the on-screen instructions.

Once you have memorised your new PIN, destroy it.

**Never share your PIN with anybody else, not even OnePay staff. We will never ask you for it.**

If you forget your PIN, you can retrieve it via the following:

- The OnePay app
- Your Online Portal
- Call our multilingual automated telephone service on 0113 320 1900\*

\* Calls are charged at your standard network rate, calls from mobiles may be higher.

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# Using your OnePay card

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**You will need to activate your card via your app, Online Portal or by calling 0113 320 1900\***

## **Withdrawing money**

Withdraw money at most ATM's worldwide that display the Mastercard logo.

## **Use in store**

Your OnePay card has 'contactless' functionality. This means you do not have to type in your PIN when paying for an item up to £30 (in the UK), simply tap the card reader with your card.

You will need to first use the chip & PIN to make a normal payment to activate contactless.

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\* Calls are charged at your standard network rate, calls from mobiles may be higher.



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## **Online shopping**

You can use your OnePay card online. Remember to use secure websites, look out for https:// and the lock icon in the URL.



If you are unsure whether the contactless function on your card has been activated, check your Online Portal or the OnePay app.

You can ask for cashback free of charge when using your OnePay card in shops that offer this service (at merchants discretion).

 <https://onepay.co.uk>

For card safety tips including keeping your account safe, visit the resources section of our website [www.onepay.co.uk/resources](http://www.onepay.co.uk/resources)

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## Primary & Select customers

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**If you haven't yet completed additional identification checks, you will be a Primary customer.**

**Primary customer benefits**

- Receive wage payments from an agency that works with OnePay
- Use your card to spend in store and online
- Withdraw cash at ATMs
- Multilingual support online and by phone
- Check your balance, transaction history and retrieve your PIN on your Online Portal and app

As a Primary customer, your account will automatically close after 12 months unless you complete further identification checks to become a Select customer.



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**Select customer benefits**

- Access your account number and sort code
- Receive money from any individual or organisation with a UK bank account
- Increased limits on purchases, loads and account balances\*\*
- Keep your OnePay Card Account for as long as you like \*\*\*

Visit [www.onepay.co.uk/select](http://www.onepay.co.uk/select) for more information on completing additional identity checks.

You can also download a helpful guide with a list of suitable identity documents on the resources section of our website.

\*\*See your terms & conditions for full details of packages, fees and limits.

\*\*\*Card must be renewed after 24 months

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## Important information



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### Important information

Resources: visit [www.onepay.co.uk/resources](http://www.onepay.co.uk/resources) for multilingual downloads such as:

- Keeping your card and account safe
- Tips on preventing fraud

### Help centre:

Got a question? Visit our help centre to view frequently asked questions and answers about OnePay [www.onepay.co.uk/help](http://www.onepay.co.uk/help) Terms & conditions: for full account terms & conditions including information on fees charged to your account are available at [www.onepay.co.uk/terms](http://www.onepay.co.uk/terms).

Summarised terms & conditions: for a condensed version of our terms & conditions, available in multiple languages, visit [www.onepay.co.uk/help](http://www.onepay.co.uk/help)

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Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Using the OnePay card and account is subject to our terms & conditions that can be viewed and downloaded at [www.onepay.co.uk/terms](http://www.onepay.co.uk/terms).

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## We're here to help

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### Online help centre:

[www.onepay.co.uk/help](http://www.onepay.co.uk/help)

### Email:

[theteam@onepay.co.uk](mailto:theteam@onepay.co.uk)

### Call:

0113 320 1900\*

### Write to us:

OnePay, Mayfield House,  
Lower Railway Road,  
Ilkley, LS29 8FL

\* Calls are charged at your standard network rate, calls from mobiles may be higher.



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