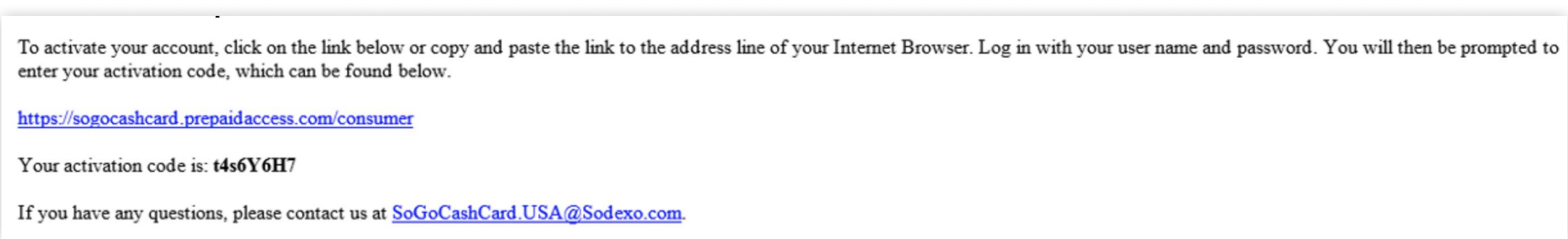


Instructions for Setting Up Your Card

SoGo CASH CARD

Register a New Account or Login

- Go to **My Account**.
- If new account, select “Register” & follow instructions below:
 - Fill out the form, create a username and password, then click “Register”.
 - Retrieve the activation code from email SoGoCashCard_noreply@e-customer-service.com (check junk or spam folder if needed).
- Log in and enter activation code in pop-up window.



*Example of email w/ activation code

Add a New or Additional Card

- Go to **My Account** and log in.
- Go to the **Register New SoGo Cash Card** tab.
- Insert Card Number, PIN on back of card (peel off cover), and Card Description. If card doesn’t contain PIN, it cannot be registered.
- Click “Activate” to active & register a new card without adding funds.
- Click “Register” to register & add funds to a card.

A web form titled "Register a new card" with two tabs: "My SoGo Cash Card" and "Register New SoGo Cash Card". The form asks for Card Number, Pin, and Card Description. It includes instructions and a note about card descriptions. Buttons for "Reset", "Activate", and "Register" are at the bottom.

*Enter your SoGo card information under the My SoGo Cash Card tab

Auto Reload

Auto Reload Rule Set Up

- **Threshold** - Automatically adds funds on a card whenever the balance is below the threshold.
 - We suggest a reload amount (minimum) of \$25, when the balance is \$15.
- **Time based** - Automatically adds funds on a card at the specific time requested (e.g., weekly, monthly).

SoGo will email confirmation each time a card is loaded.

A form titled "Automatic Reload Rule Setup" with a close button. It explains the maximum allowable card balance and provides instructions. It includes fields for Card Number, Frequency, Amount, and Payment method. There is a checkbox to "Suspend" the rule.

*Set up your card with auto reload

Manual Reload

Manual Reload adds funds on your card whenever you access the site & initiate the reload.

- Enter credit card details (minimum reload \$25).
- Save your credit card information for future use.

SoGo will email confirmation each time a card is loaded.

A form titled "Manual Reload SoGo Cash Card" with a close button. It includes instructions and fields for Amount, Payment method, Card Type, Billing Name, Card Description, Card Number, Security Code, Expiration, Address Line 1, Address Line 2, State, and Zip Code. There is a checkbox to "Save This Credit Card for future use."

*Manually set up and add funds on your card

Need Help?

Check our **FAQ section** for quick answers to common queries, or call us at **1-888-345-7646** directly for personalized assistance. We're committed to ensuring your experience with us is seamless and satisfactory.