

Bank of America CashPay® prepaid debit card FAQ's

Effective January 1, 2013, payroll direct deposit became mandatory for all College of Charleston employees. Please note: Student employees who do not provide the Career Center with a Direct Deposit Agreement will automatically be signed up for a CashPay® prepaid debit card.

What is the Bank of America CashPay® prepaid debit card?

The CashPay® prepaid debit card is a fast and convenient way to receive your pay. You are automatically approved for this card- no credit check or bank account is required.

How does it work?

Your "take-home" pay is automatically deposited on to your PIN-protected CashPay® card every payday.

How do I access my funds?

Access cash at ATMs and from tellers at any bank or credit union that accepts Visa. Transaction and service fees may apply.

Where can I use my card?

Use your card everywhere Visa debit cards are accepted (grocery stores, gas stations, retail stores, mail order, restaurants, medical offices, online stores, phone order, etc.).

Who do I contact if I haven't received my card or if I have questions about my card?

Your CashPay® card will be mailed to your permanent address. If you haven't received your CashPay® card or if you have questions about your card, please contact Bank of America customer service.

Online: www.bankofamerica.com/cashpay

Phone (toll free): 1.866.213.4074

TTY (toll free): 1.866.656.5913

Outside U.S. (collect): 423.262.1650

What if my card is lost or stolen?

Call Bank of America immediately if your card is lost or stolen.

Phone (toll free): 1.866.213.4074

TTY (toll free): 1.866.656.5913

Outside U.S. (collect): 423.262.1650