

# ALINE Frequently Asked Questions

## You Earned It. Now Understand the Benefits that Come From Receiving Your Pay on the ALINE by ADP® Debit Card.

### Can I use my debit card at any retail location?

You may use your card at most retail stores that accept Visa branded prepaid cards.

### Can I get cash back when making retail purchases?

Yes, at participating locations using a PIN number.

### Can I use ATM's to get cash from my ALINE debit card?

Yes, in network ATM's are surcharge free (\$0). Out of network ATM's charge a fee of \$1.75. If a surcharge appears when using an in network ATM accept the fee, it will be credited or debited back to your account.

### How do I know which ATM's are "in network"?

All Allpoint®, MoneyPass®, PNC Bank® or MB Financial Bank® ATM's are in network. To find "in network" ATM's near you go to <https://www.visaprepaidprocessing.com/ADP/PayRoll/Program/ATMLocator?m=1>. Next, type your zip code in the box that says "Enter a location" then click the Go button.

### Can I go to a bank and withdraw money from my ALINE debit card?

Yes, you have unlimited Visa member bank over-the-counter bank teller withdrawals.

### Do I need a bank account to get an ALINE debit card?

No, no account needed. You get your pay direct deposited to your card on payday.

### What kind of customer service does ADP provide?

Online at [mycard.adp.com](http://mycard.adp.com), the ADP® Mobile Solutions App, Customer Service at 1-877-237-4321 as well as text and email alerts for account balance and transactions (standard text messaging fees from your carrier may apply).

### Are my funds secure like they are with a bank account?

Yes, your funds are FDIC insured (subject to established limits) and your purchases are protected by VISA's Zero Liability from unauthorized purchases.



**No Monthly Maintenance Fee.  
No Bank Account Needed.  
Customer Support 24/7**

### I have two employers. Can I direct deposit my pay from my other employer to this card?

Yes, you can receive your pay on the card no matter where you work. You can also deposit tax refunds, child support or government benefits directly to your card.

### How do I get a PIN number?

When you receive your ALINE® card and call to activate it, you will have the opportunity to enter a new PIN number.

### What if I lose my debit card?

You call customer service at 1-877-ADP-4321 and ask for a free replacement. There is no fee unless you want your card through overnight mail.

### How will I receive my card in the mail?

Your card will arrive in a white envelope with a window where you will see ALINE Card by ADP® printed.



For more information, contact  
ADP Customer Service at 1-877-ADP-4321

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Supporting Choice. Managing Cost.™