



## **National Ovarian Cancer Coalition Assistance Program Frequently Asked Questions: VISA card**

### **When will I receive my National Ovarian Cancer Coalition Visa card?**

*If approved for financial assistance, you should receive a National Ovarian Coalition Program Visa card within 7 to 10 business days of approval. Upon receipt, please follow the instructions to activate the card.*

### **How do I activate my Visa card?**

*To activate your card, please call the National Ovarian Cancer Coalition Financial Assistance Line at 1-866-719-2767 8:30 a.m. - 5:00 p.m. Eastern Time (ET).*

For the National Ovarian Cancer Coalition **Clinical Trial Fund** Press 1

For the National Ovarian Cancer Coalition **Treatment Fund** Press 2

*Outside of these hours you can call the card company, PEX, directly at 1-866-685-0898 to speak with a PEX representative for card activation.*

### **When using my card, do I select debit or credit to complete the transaction?**

*Choose credit to complete your transactions.*

### **The machine is asking me to enter a pin number. What should I do?**

*Simply hit "cancel" on the machine and run the transaction again as a credit.*

### **Is there a limit to the amount I can purchase per day?**

*No, there is no spending limit per day on the VISA card if funds are available. The approved award amount will be listed on the award letter and in the program disclaimer, which is mailed to you at time of approval for the program.*

### **Can the card be used to purchase gas inside of the gas station?**

*In the rare case you are unable to make a purchase at the pump, you may use the card inside for **gas purchases only**.*



### **I am down to less than \$50 and I am having trouble using my card at gas pumps, what do I do?**

*When the balance on your card is below \$49, the card will be declined at the pump. However, you can go inside the store to apply the remaining balance left on your card towards your gas purchase.*

### **Can I withdraw cash with my card?**

*No. The card does **not** offer cash access.*

### **Where can I use my card?**

*Your card is accepted everywhere Visa cards are accepted. Your card can only be used for approved expenses listed on the award letter and in the program disclaimer, which is mailed to you at time of approval for the program. For questions regarding approved expenses, please call 1-866-719-2767, Monday-Friday 8:30 a.m. - 5:00 p.m. ET.*

### **How do I check my card balance?**

*Your card balance can be verified by either calling to speak with a National Ovarian Cancer Coalition Financial Assistance program specialist at 1-866-719-2767 or you may call 1-866-685-0898 to speak with a PEX representative during normal business hours, or by downloading the free PEX app on the App Store or Google Play.*

### **Do I need to keep all receipts?**

***All receipts** must be saved in the event of an audit.*

### **What happens if the card does not go through?**

*If you are experiencing difficulties, please call 1-866-719-2767 to speak with a National Ovarian Cancer Coalition Financial Assistance program specialist Monday-Thursday 8:30 a.m.-5:00 p.m. and Friday 8:30 a.m. - 4:00 p.m. Eastern Time (ET). Outside of these hours you can call PEX directly at 1-866-685-0898 to speak with a PEX representative.*



**What kind of restrictions are on the card?**

*The following expenses are excluded and will be declined: alcohol, tobacco, clothing, and international travel & spending.*

**What do I do if I lose my card?**

*Report a lost or stolen card immediately by calling a Visa PEX representative at 1-866-685-0898.*

**How long do I have to use these funds?**

*All patients receive a 1-year award cycle to utilize their funds.*

**What happens if I do not use all the funds?**

*Funds that are not used during your 1-year award cycle will be forfeited.*



#### Visa PEX Online FAQs

##### **Why should I create a PEX cardholder online account?**

*A PEX cardholder online account will allow you to: check your balance, upload receipts, add notes to transactions.*

##### **How do I create a PEX cardholder online account?**

*To create a PEX cardholder online account, please visit the online portal at [www.pexcard.com/register](http://www.pexcard.com/register).*

##### **How do I check my balance?**

*You can log in on the desktop site or mobile app to check your card balance at any time. You can also set up low balance alerts! You can download the free PEX app on the APP Store or Google Play*

##### **How do I upload receipts?**

*Log into your cardholder account and upload your receipts. This can be done on the desktop site or mobile app*