

FAQ's

How do I load my card?

- Direct deposit (ACH Deposit).
- Bank to Card Transfer (U.S. Banks Only).
- Transfers between UnicaCard cards.

Where can I use my card to make payments?

- Mastercard cards are accepted at over 29.4 million locations worldwide.

Where can I withdraw money?

- You can withdraw cash at any local ATM.
- Cash Back at POS (where available).

How can I review my account?

- Using the customer support line +1 (888) 877-2268.
- From your mobile application

If my prepaid card is stolen, lost or damaged, how can I get a replacement?

- Please call the customer support line +1 (888) 877-2268 where we will create a replacement request.

How can I report an unknown charge?

- Please call to the customer attention line on +1 (888) 877-2268 where we will help you to create a report and solve the unknown charge process or write us at 2600 SW 3rd Ave, Suite 730, Miami, FL 33129 as soon as you can.

Do I have a minimum balance in my account?

- No, there is not a minimum balance requirement or any minimum balance fee.

How to generate my code for call center?

- To access the Customer Service Line at +1 (888) 877-2268 and be able to know balances, movements, clarifications, questions and information about your UnicaCard account, you must create your Telephone Security Code.
- Select option 6 "Change or recover phone security key" then option 2 "Lost or can't remember it". It will ask you for the following information: card number, CVV of the card and the postal code registered in the application.