



INCENTIVE CARD

Frequently asked questions



Sodexo Incentive Card

will satisfy everyone, it offers full freedom to choose the reward. You can use it in all points where MasterCard cards are accepted, in Poland, abroad and on the Internet. Additionally the card allows for **contactless payments using a mobile phone**, thanks to Google Pay™ service and also for **changing the PIN code by yourself!**



FREQUENTLY ASKED QUESTIONS

1. where to check if a Card is active/recharged and the balance of the Card?

You can check the status of your card:

- At DlaCiebie.sodexo.pl
- In the **Sodexo Dla Ciebie mobile application** available in App Store and Google Play
- On the **automated Infoline** at 22 535 11 11 (you only need to prepare the Incentive Card number and the NIK number - Customer Identification Number, which you can find in the letter to which the Card is attached).

2 What is the fee for checking the balance?

- Checking the balance at DlaCiebie.sodexo.pl, through the Sodexo Dla Ciebie mobile application and the Infoline is **free of charge**.
- The fee for checking the balance at an ATM offering such a service is PLN 5 as standard.

3 What is the fee for cash withdrawals from an ATM?

- Unless your employer has informed you of a different fee set during the card order process, the standard fee for ATM cash withdrawals is 3% of the amount withdrawn (but no less than PLN 6).

4. What is the limit on the amount and number of transactions?

- The daily transaction limit, including online payments, with the Incentive Card is PLN 5000.
- The daily limit on cash withdrawals made with the Incentive Card is PLN 6000. Both limits can be lowered if so decided by the company that ordered the cards.
- There is no limit to the number of transactions either in Poland or abroad.

5. In what currency are Card transactions abroad settled and how are they converted?

Operations in a currency other than Polish zloty carried out using Mastercard:

- They are converted into PLN at the Mastercard exchange rate for a given currency on the transaction date.
- There is a charge for currency conversion of transactions in the amount of 8%.

6. How to pay using the Card on the Internet?

To pay by card online you need **a smartphone with the Sodexo Dla Ciebie app downloaded and activated, the Sodexo Card added to the app and mobile authorisation enabled on your phone. For more information on mobile authorisation, please visit DlaCiebie.sodexo.pl/mobile-authorisation.**

When paying online, please specify:

- Select card payment by specifying: Card type – Mastercard, Incentive Card number, expiration date, the three-digit CVC2 code from the reverse of the Card. If cardholder details are required, please provide your own name.
- After receiving a push notification on your phone, confirm the transaction in the Sodexo DlaCiebie mobile application.

7. Will the payments for online transactions be subject to additional security monitoring?

- Transaction security is provided by the MasterCard payment organisation and Alior Bank.
- An additional security is mobile authorization, i.e. transaction confirmation in the Sodexo DlaCiebie application after receiving a push notification on your phone.
- It is a security condition that the User does not make the Card number, its expiry date and CVC2 code available to third parties.

9. How do I change my PIN?

DlaCiebie.sodexo.pl, mobile application **Sodexo Dla Ciebie**:

- Log in to Profile/Application
- Click on the appropriate Card (if you have several to choose from)
- Select the "Change PIN" option from the menu displayed in the Card details
- Assign a new PIN code.

Change PIN via telephone helpline:

Step. 1 Call 22 535 11 11

Step. 2 Select „Plastic Sodexo cards – select 1„

Step. 3 Select „Information about the PIN number – select 2“

Step. 4 Select "If you want to change the PIN – select 1"

Step. 5 Enter the 16-digit card number and confirm with the hash

Step. 6 Enter the 6-digit NIK number and confirm with the hash

Step. 7 Enter the new PIN code twice and confirm with the hash.

10. What should I do if I lose or forget PIN for my Incentive Card?

- You need to assign the new PIN on the DlaCiebie.sodexo.pl website, the **Sodexo Dla Ciebie mobile app** or at the **Infoline** without the need for the old PIN. The Card must be registered or you must have a NIK number from the letter to which the Card was attached.

11. What should I do if the Incentive Card is stolen/lost?

- You should immediately block the Card by calling 22 535 11 11, at DlaCiebie.sodexo.pl or in the **mobile application Sodexo Dla Ciebie** - service available 24/7.
- The Company (Sodexo customer) from which you received the Incentive Card must be notified; at the request of that Company (Sodexo customer), Sodexo will issue another Incentive Card and will transfer the funds remaining on the stolen/lost Card.

12. Can I top up the Incentive Card myself?

- No, the Incentive Card can only be topped up by the company that ordered the card.

13. What technical conditions must be met to set up Google Pay?

To use Google Pay you must have:

- a phone with the Android operating system version 4.4 or higher,
- the phone must have NFC,
- an account in the Google domain to download the Google Pay application from the Google Play Store,
- Sodexo Card added to Profile/Application

14. How do I set up contactless payments with my phone - Google Pay?

Step. 1 Download the free Google Pay app from the Google Play Store

Step. 2 Add a card in the Google Pay app

Step. 3 Set your card as the default for making payments and pay with your phone contactless

For more information, visit DlaCiebie.sodexo.pl/google-pay.

15. Where can I use Google Pay?

Google Pay contactless payments are possible at any point or mobile application marked with the symbols:



16 How do I pay contactless by phone in shops using Google Pay?

- Wake up or unlock your NFC enabled phone
- Bring it to a payment terminal
- For transaction amounts over PLN 100, you will need to unlock your phone to confirm your identity - entering your PIN on the terminal is not required.

17. What should I do if my phone is lost/stolen?

- Using the Google search – Find My Device, find the correct phone on the list, lock it and delete all data from it. You can use Google's "Find My Phone" function. There is no need to cancel the card.