

FAQs

What information will be needed to sign up for a card?

New and existing distributors will be required to fill out the information below. Distributors living outside of the US and Canada will also need to fax or e-mail a copy of their government issued passport to service@xango.com

Required fields are marked with an asterisk (*)

Personal Information

* First Name	<input type="text"/>
Middle Name	<input type="text"/>
* Last Name	<input type="text"/>
* Address One	<input type="text"/>
Address Two	<input type="text"/>
* City	<input type="text"/>
* State	<input type="text"/>
* Zip Code	<input type="text"/>
* Email Address	<input type="text"/>
* Confirm Email Address	<input type="text"/>
Day Phone Number	<input type="text"/> - <input type="text"/> - <input type="text"/>
Evening Phone Number	<input type="text"/> - <input type="text"/> - <input type="text"/>
* Consultant ID	<input type="text"/>

What are the card fees?

The table below summarizes the most common fees associated with your XanGo Card. See the [Card User Agreement](#) for a complete listing of fees associated with your Prepaid MasterCard card.

Traditional Retail / Point-of-Sale MasterCard Transaction	FREE
ATM Access Fee (There may also be an additional fee charged by the company that owns the ATM.)	\$1.50 per withdrawal
International ATM withdrawal in Foreign Currency	\$3.00
Inquiry Fee (checking your "Available Balance" at an ATM.)	\$1.00

Is the MasterCard card a credit or debit card?

The XanGo Card is a debit card that is used like a credit card. Because of this subtle difference, there are some slight limitations on how the card can be used.

Where CAN you use the card?

Generally, you can use the XanGo Card at locations where MasterCard debit cards are accepted. You will only be able to charge up to the amount in your XanGo Card account's "Available Balance." Since it is not a credit card, the card may not be used for an amount above your XanGo Card account "Available Balance." If the card does happen to charge an amount above your "Available Balance," you will be responsible for any negative balance in your account.

You may withdraw up to your full "Account Balance," or \$1000 in cash per day, whichever is less at participating ATMs worldwide. With over 900,000 ATM's in over 120 countries, you are never far from an ATM. Simply look for an ATM displaying the Cirrus or MasterCard logos (displayed on the back of your card). The ATM owner or operator may assess additional transaction fees, which should be posted on the ATM or ATM screen.

Where CANNOT you use the card?

The card may not be used for certain transactions. Examples of these transactions include but are not limited to:

- Pay at the pump gasoline
- Reserving or placing items on hold
- Internet Gambling or Casinos

Although the card will not work properly at the pump, you may buy gasoline with your card by paying for it inside. There may also be other businesses in which problems could arise. In such cases you may not be able to use your XanGo Card.

Is there any withdrawal and purchase Limits?

You may only withdraw or purchase amounts less than or equal to your XanGo Card account's "Available Balance." For your protection, if an unusual amount of activity or transactions take place in a short period of time, you may receive a call from ProPay to investigate the behavior.

What do you do if your card is lost or stolen?

With your XanGo Card, you will not be liable for unauthorized transactions that are reported within 48 hours of use, as long as you follow the guidelines outlined in the [Card User Agreement](#) and the [Error Resolution Policy](#).

Report your missing card immediately or notify ProPay as soon as you notice any unauthorized activity by calling (800) 365-7816 at anytime. If you are in a country outside the US or Canada simply call XanGo customer support to report your card lost or stolen.

The sooner you notify ProPay, the sooner we can protect your Account (authorized use of your card means use by yourself or anyone to whom you give actual, implied, or apparent authority).