



Global Cash Card

As the current landscape continues to evolve, we wanted to make you aware of new legislation and updates from Global Cash Card that can assist cardholders during this time.

On Friday, March 27, 2020, the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) was signed into law. This expansive bill is intended to be another round of federal government support to individuals, businesses, hospitals and specific industries in dealing with the COVID-19 pandemic and its associated economic consequences.

As a result of the CARES Act, many Global Cash Card cardholders could be eligible to receive financial relief from the government in the form of a stimulus payment via direct deposit or physical check.

We know that fast access to the payment is incredibly important and that's why we're enabling every Global Cash Card cardholder to receive and access their payment electronically to help maintain social distancing orders/recommendations instead of waiting for a paper check in the mail.

We're here to help. See the below FAQ for more insight on how to leverage Global Cash Card to receive your stimulus payment (based on eligibility).

Your friends at Global Cash Card

Global Cash Card Cardholder FAQ



How do I know if I'm eligible for financial relief and how much can I expect?

For more information on requirements for receiving the stimulus payment visit the [IRS website](#).



How can I receive the payment?

If you received your 2019 tax refund from the IRS via direct deposit, **you do not have to do anything else** and your stimulus payment will be electronically deposited into the same account, possibly beginning later this week.

If you haven't filed your 2019 taxes but received your 2018 refund via direct deposit (or currently receive social security or railroad benefit payments), **you do not have to do anything else** and your stimulus payment will be electronically deposited into the same account.

If you have not signed up for direct deposit, the IRS will start [accepting direct deposit information online](#) once their portal becomes available in the coming weeks.

- To sign up for direct deposit to your Global Cash Card, you will need to [log in at globalcashcard.com to get your account and routing numbers](#). Once the IRS opens its official portal, you can enter your account and routing numbers.
- Continue to check with the [IRS for official information](#) when the online portal will be available.
 - *Note: During this time, it's important to be aware and informed of potentially fraudulent activity. [Here are some tips on how to protect yourself against fraud](#).

If you received a physical check for your last tax refund and do not sign up for direct deposit, you can expect a physical check for the stimulus payment.



When will my payment arrive?

The [IRS](#) has stated that payments will begin in mid-April but may take weeks to complete. As with all direct deposits, we'll make your money available when we receive it. If your payment doesn't match your full name on your Global Cash Card account, we may ask for additional information to ensure we're paying you the correct amount.

Global Cash Card does not have any additional information regarding the timing or status of your payment. Any questions on this would have to be [addressed to the IRS](#) and not our call centers, as we unfortunately are not involved in the management of these payments.

We'll send you an email or SMS/text alert (if you have them enabled) whenever a deposit posts to your account. ¹ [Log in to view your account activity and set up alerts.](#)

Global Cash Card Tips and Reminders

Get a No-Fee Upgrade:^{2,3}

If you want to load more than your paycheck or this one time stimulus payment onto your Global Cash Card, including **your tax refund, any government benefits, including unemployment or social security benefits**, simply [log in for a no-fee upgrade today.](#)^{2,3}

Protect yourself from scams:

If someone is offering you a faster stimulus payment in exchange for money or information, it may be a fraudster. The IRS has noted a wave of [new schemes involving stimulus payments](#) and other [coronavirus scams](#). Global Cash Card will never ask you for your personal information, log-in credentials, or card details in an email or text message. Global Cash Card will not call you directly unless you have asked or have been told that an agent will call you back.



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