

GreenLIGHT

Support Kit

*For
Credit Unions*

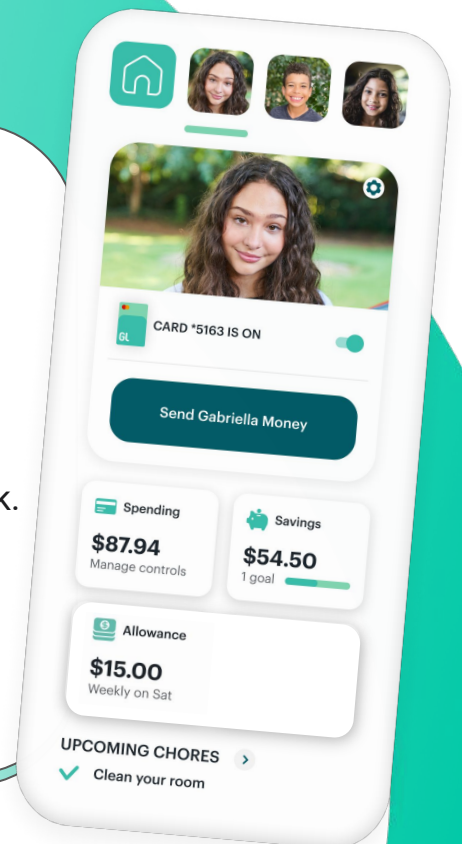
What is Greenlight?

Knoxville TVA Employees Credit Union has partnered with Greenlight to help parents raise financially-smart kids. Greenlight is the loved, trusted financial education app and debit card for kids and teens that allows parents to instantly send their kids money, set up chores & allowance, create savings goals and more. **Knoxville TVA Employees Credit Union** members who register for Greenlight via the unique link and add their **Knoxville TVA Employees Credit Union** account as a funding source will receive Greenlight for free.

Parents can add up to 5 kids, each with their own debit card. Once registration is complete, debit cards will be shipped out for each child. When the cards arrive in the mail and are activated they are ready for use!

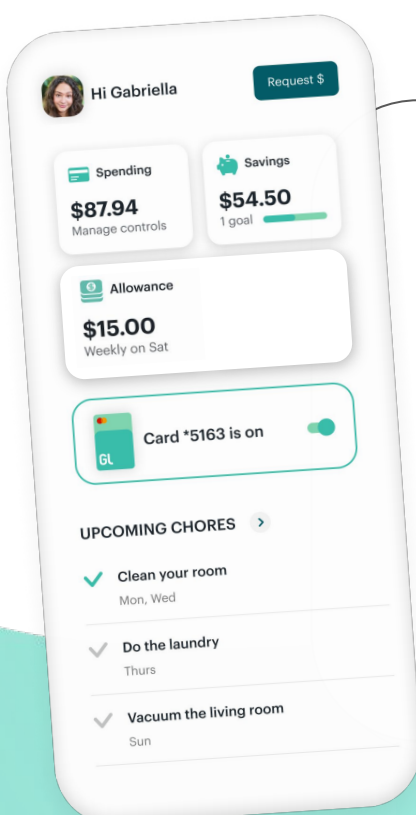
Parents can...

- Send money to a kid's card instantly.
- Set parental controls on spending categories.
- Turn a child's card on/off in one tap.
- Receive real-time notifications whenever a child makes a purchase.
- Assign chores and jobs to teach kids the value of hard work.
- Put allowance on autopilot, and tie it to chore completion.
- Activate Savings Boosts like Round-ups and Parent Paid Interest.
- Facilitate discussions about smart money habits their kids.



Kids can...

- Use their own debit card (with parental controls in place).
- Swipe their card wherever Mastercard is accepted (including most countries!).
- Set and achieve Savings Goals.
- "Level Up" their money knowledge with Greenlight's financial literacy game.
- Receive payments from friends and family with Pay Link.
- Earn allowance or payments for completing chores.
- Set up Direct Deposit for an after-school job.
- Add their card to their virtual wallet (Apple Pay, Google Pay).



Helpful Links

Greenlight Cardholder Agreement	https://greenlight.com/cardholder
Greenlight FAQ	https://greenlight.com/faq
Greenlight Help Center	https://help.greenlight.com/hc/en-us
Submit a Support Ticket to Greenlight Customer Service	https://help.greenlight.com/hc/en-us/requests/new
Text Greenlight Support	(404) 974-3024
Call Greenlight Support	(888) 483-2645
Email Greenlight Support	support@greenlight.com

The Value of Greenlight

Cashless convenience

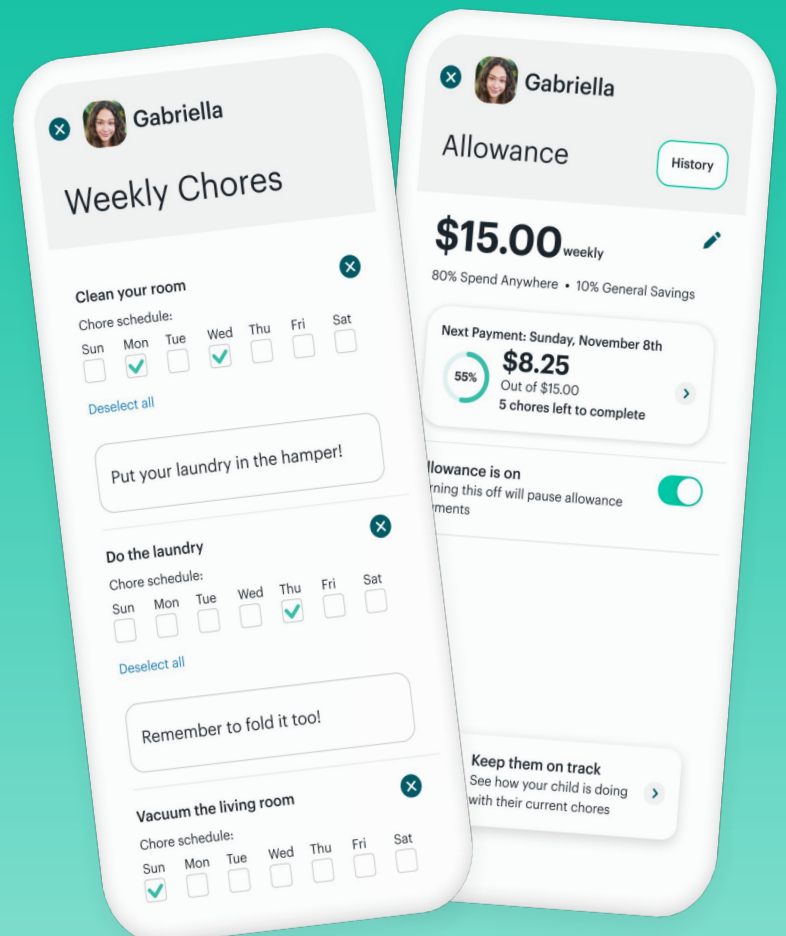
- ✓ Debit cards for up to 5 kids
- ✓ Automated chores & allowance
- ✓ Instant money transfers to kids

Peace of mind

- ✓ Real-time spending notifications
- ✓ Flexible parental controls
- ✓ FDIC insured funds of up to \$250,000
- ✓ Market leading card controls
- ✓ Mastercard's Zero Liability Protection

A head start on their financial journey

- ✓ 1% on savings
- ✓ Financial literacy games, quizzes and more



Greenlight FAQ

I signed up through the Knoxville TVA Employees Credit Union link, but I was just charged a monthly fee.

Please contact Greenlight Customer service by calling **(888) 483-2645** or texting **(404) 974-3024** and inform them you would like to be added to the Knoxville TVA Employees Credit Union partnership program.

Can existing Greenlight customers be added to the program?

Yes! Once existing Greenlight customers add their Knoxville TVA Employees Credit Union account as a funding source they can reach out to Greenlight customer service and request to be added to the Knoxville TVA Employees Credit Union partnership program.

Can I send money to my child's Greenlight card from the Bank Knoxville TVA Employees Credit Union app or website?

No, Greenlight is its own individual app, but within the Greenlight app you can send money to your child's card, turn their card on/off, set up spending controls, allowance, chores and more.

Is there a minimum age to have a Greenlight card?

We support kids and grownups of all ages. No minimum (or maximum) age here. The Primary must be at least 18 years old and a U.S. resident.

Is this a debit or credit card?

Greenlight is a debit card for kids, not a credit card. Parents load money onto the card from their own funding source connected through their Greenlight app. And because it's a debit card, kids can't spend what isn't there. That's a pretty valuable life lesson.

Is there an app for kids?

Kids and parents will both use the same Greenlight app you see in the app store, but have two different experiences and individual login credentials. Parents can set up their child's login under the child's profile settings.

Is Greenlight safe?

Greenlight debit cards are FDIC-insured up to \$250,000 and come with Mastercard's Zero Liability Protection. Greenlight blocks 'unsafe' spending categories, sends real-time transaction notifications, lets parents turn cards off at any time, and gives parents flexible ATM and spending controls.

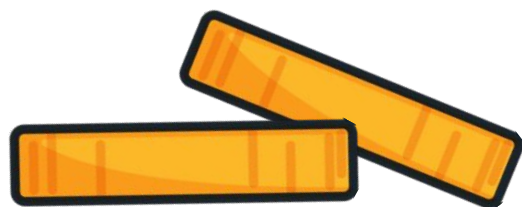
Can Greenlight card be used Internationally?

Yes, the Greenlight card can be used internationally in most countries, and there are no international fees or any foreign transaction fees! For a complete list of countries the card **cannot** be used [click here](#).

How long does it take for my debit card to arrive?

After completing registration or requesting a replacement card, your debit card will arrive within 7-10 business days. If you would like to expedite your shipping for your card to arrive within 2-3 business days, you can call our customer service team at 888-483-2645 within 12 hours of signing up. You can request to have your shipping expedited for a one-time fee of \$24.99.

More Questions? Visit our [Help Center here](#).



Greenlight FAQ

How do I verify my funding source?

Bank Account

If you are prompted to verify your Bank Account when manually adding your funding source, you will receive 2 small deposits of \$1.00 or less in your bank account within 1-2 business days. To verify your bank account as a funding source, you will need to input the 2 micro deposit amounts into your Greenlight app when prompted to verify.

If you do not see these deposits within 3 business days, please contact your banking service provider directly and have them take a look at the status of your bank account. Once you complete verification, the 2 micro deposits will be removed from your bank account to offset the deposit amounts.

Debit Card

Once you add your debit card as a funding source and make your initial funding load, you should see 2 transactions on your debit card that add up to the initial load amount. You will need to confirm these transactions within 3 business days in the Greenlight app to verify your debit card.

If you do not see these transactions within 4 business days, please contact your banking service provider directly and have them take a look at the status of your bank account.

How do I activate my child's Greenlight card?

When your child's card arrives, follow these simple steps to activate it right away:

1. Open your Greenlight app. From your Parent Dashboard, you should see a notification prompting you to activate your child's card.
2. Tap on the notification and input the card's expiration date in the app to activate it.
3. Next, visit your child's dashboard by clicking their square at the top of your Parent Dashboard.
4. Select "Manage Card" then "Set debit card PIN." After the PIN is set, your physical card is activated and ready to use!

How can I check my child's spending history?

We have made it super easy to check your child's spending history.

1. Navigate to your child's dashboard.
2. Click on the Spending tile.
3. At the top right, click on "History."

You then have the ability to filter the view to see spending history for the last 30 days, 90 days, or 12 months as well as grouping transactions by stores.

More Questions? Visit our [Help Center here.](#)

