

Xsell Incentives 2010 FAQs

Ready to start earning? Check out these frequently asked questions to learn more about your new Xsell Incentives card.



Why am I receiving a new Xsell Incentives card?

Your Xerox Xsell Prepaid Mastercard® will expire soon (like all credit cards), and the program will be moving over to the Visa® platform.

When will I receive my new Xerox Xsell Incentive Visa® Prepaid Card?

Your new Xsell card will ship out to you via priority USPS within the next few weeks. You should receive it within 14 days.

If I haven't made a claim in a while, will I still receive a new card?

Xsell participants who do not have a balance on their card and have had no activity on their account in 18 months will not receive a card initially. Once you have an approved claim we will issue a card to you.

I can't remember if I have an Xsell Incentive's account. How do I find out?

Login to www.xsellincentives.com to find out if you are active, or call **1-866-221-6586**. Live customer service is available 8:30am – 5:00pm CST Monday through Friday.

How do I verify my card will go to the correct address?

You can login to the Xsell Incentive Web site and go to My Account and My Info to review and update your mailing address, or you can contact us at xsell@mtcperformance.com. Please make sure to update your address no later than August 1, 2010 to ensure a timely delivery.

Can I still use my old Xsell Prepaid Mastercard?

Yes, your current Xsell MasterCard® will be available to use until October 13, 2010.

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When will my old Xsell Prepaid Mastercard expire?

It will expire on October 14, 2010. You will not be able to use this card after this date

What if I still have money on my old Xsell Prepaid Mastercard? Will those funds get transferred to my new card?

Your old Xsell Incentives MasterCard® card will expire and close on October 14, 2010. If you have a remaining balance it will be transferred to your new Xsell Incentive Visa® Prepaid Card. These transferred funds will be available on or around October 28, 2010.

When will my new claims start to be loaded on my new card?

Any new claims which have not been funded prior to September 30, 2010 will be loaded onto your new Xerox Xsell Incentive Visa® Prepaid Card.

I never received my new card. What do I do?

If you have not received your new card by October 5, 2010 you can contact us at **1-866-221-6586**. Live customer service is available 8:30am – 5pm CST Monday through Friday. Remember — if you have not had any activity on your card in 18 months you will receive your new card once you have made your first claim.

Will any of the rules change with this new card?

No. All rules, terms and conditions remain the same.

Does my new Xerox Xsell card need to be activated before I use it for the first time?

Yes. You can activate your card by following the instructions included with your new card.

Is there a fee for my Xerox Xsell Incentive Visa® Prepaid Card?

No. There is no annual fee required to use the Xsell card. However there is a fee for replacing your card if it is lost or stolen. Please ensure your address is updated prior to the new card shipping to avoid any replacement fees.

Will my new card have ATM access?

There is no ATM cash access on the card. You can use the card as a credit purchase at all merchants who accepts Visa.

What happens if my Xsell card is lost or stolen?

You must report a lost or stolen card immediately by contacting the Xerox Xsell Incentives Helpdesk. Your account will be canceled and a new card issued for a fee. Please keep your card in a safe place at all times. It should be treated as cash.

I don't have an Xsell debit card. How do I sign up for one?

Be sure you have your management's approval and log onto **www.xsellincentives.com** to sign up.