

Visit www.card-data.com/comericaprepaid to access your account information online!

- Have your Card account ready and validate your email address when you visit the site. Your validated email address is required to access this feature and to receive alerts.
- Use your temporary password to initially login to the site. Your temporary password is 7 digits and is the combination of the first 3 letters of your last name and the last 4 digits of your Vehicle Identification Number (VIN). For example: CAR1234
- View helpful alerts as applicable to your Card, such as when your Card is nearing expiration.
- Manage your available alert preferences – including opting out of email alerts – via the Profile section in the upper right corner of the page.
- Check your balance and transaction history directly from the home page.

Using Your Card

- Present your Card to a merchant that accepts Mastercard® debit cards, then select either “credit” and sign for your purchase or “debit” and enter your PIN. **Cash back from purchase transactions is not available.**

Using your Card at certain merchants such as gas stations, hotels and restaurants

- Use your Card to purchase gas inside the gas station. Your Card cannot be used at the pay-at-the-pump terminal.
- When you use your Card to initiate a transaction at certain merchants, such as hotels and restaurants, the merchant may place a hold on your Card for an amount equal to or in excess of your ultimate transaction amount (to cover potential tips, hotel services, etc.). Any hold amount in excess of the final transaction amount will be released for your use when the transaction is finally settled, which is usually three business days after the transaction date. Call Customer Service at **800.759.9610** to hear recent transaction activity.

Splitting transactions

- If the amount available with your Card is less than the price of the goods or services you are purchasing, some merchants may not allow you to combine multiple payment types (such as cash, check, or another payment card) to complete the transaction. If the merchant does allow a “split transaction,” simply ask the cashier to authorize the Card transaction for the exact amount available with the Card and pay the remainder of the purchase price with another form of payment. Note: The cashier will not be able to tell you the amount available with your Card. If you will be splitting a transaction, please call **800.759.9610** to obtain the available amount before using your Card.

Card expiration and cancellation

- Although you cannot use the Card after the “Valid Thru” or expiration date, your remaining funds will not expire. Upon expiration or cancellation, a **\$15 Closing Fee** will be deducted from any balance that remains on your Card and a check for any remaining balance will be mailed to you at the address you provided to the Company that arranged for you to receive the Card. **To avoid the Closing Fee, you should use all your funds before you cancel the Card or before the Card expires.**

Please keep a copy of this document and the enclosed Cardholder Instructions for additional important information.



L I N C O L N

We recently mailed you a letter to let you know that your 2021 Navigator® SUV has a safety recall. At Lincoln, we care deeply about making luxury vehicles you can count on every day, and we know this is inconvenient. Please accept this \$500 prepaid Mastercard® Loyalty card on behalf of us at Lincoln to help offset any trouble or worry.

Our relationship with you is not something we take for granted. We look forward to helping you get your vehicle serviced so you can stay safe and focused on what matters most.

If we can help in any other way, I invite you to contact us at 833-807-3673. We've assigned a dedicated Lincoln service team member to personally assist you every step of the way. As a reminder, you can also visit lincoln.com/navigationrecall 24 hours a day.

Thank you for being part of the Lincoln community.

Sincerely,

Joy Falotico
President, Lincoln

This card cannot be used until you call to activate it. Please call 800.759.9610 to activate your card using the last four numbers of your Vehicle Identification Number. Additional information regarding the card is enclosed.

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L I N C O L N

Activate your Card now!

**Your access code is the last 4 digits of
your Vehicle Identification Number (VIN).**

**Card Expiration Date: 03/23
24/7 Cardholder Customer Service**

Call 800.759.9610 to:

- Activate your Card before use. Your Card cannot be used to conduct transactions until it is activated. You will be required to select a PIN as part of the activation process.
- Select or change your PIN. Your PIN may only be used to conduct PIN/POS (point-of-sale) transactions. **You cannot use your Card for ATM access.**
- Check your balance and transaction history.
- Immediately report the Card as lost or stolen. A replacement Card will be issued at no charge (standard delivery is 5-7 Business days). If you request expedited delivery (3-5 Business days), a **\$25 fee** will be deducted from the available amount.

Have your Card account and access code information ready when you call Customer Service.

You will need the 16-digit Card number and your 4-digit access code to activate your Card, and each time you call Customer Service. Your access code is the last 4 digits of your Vehicle Identification Number (VIN), which is located on your automobile registration or in the dashboard of your vehicle. If you are unable to locate your VIN, please contact your Program Headquarters (Lincoln Concierge at 833.807.3673) for assistance in obtaining your assigned access code. Your access code is NOT your PIN. You may select your PIN during the Card activation process.

There is no ATM or cash access with this Card. Cash back from purchase transactions is not available.

The enclosed prepaid Mastercard® loyalty card may be used to make purchases at any of the millions of merchant locations worldwide that accept Mastercard debit cards.

This Card cannot be used until you call to activate it. **Call 800.759.9610 today to activate your Card.**

**To activate your Card
you will need your Vehicle Identification Number (VIN).**

This information is generally found on your vehicle registration or located on the windshield of the driver's side dashboard.

If you are unable to locate your VIN, have questions or need assistance, please contact your Program Headquarters (Lincoln Concierge at 833.807.3673).

This is your Welcome Letter for your prepaid Mastercard loyalty card. Please keep a copy of this document and the enclosed Cardholder Instructions for additional important information.

This card is issued by Comerica Bank pursuant to a license by Mastercard International Incorporated. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.

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Our relationship with you is not something we take for granted. We look forward to helping you get your vehicle serviced so you can stay safe and focused on what matters most.

If we can help in any other way, I invite you to contact us at 833-807-3673. We've assigned a dedicated Ford service team member to personally assist you every step of the way. As a reminder, you can also visit ford.com/expeditionrecall 24 hours a day.

Thank you for being part of our extended Ford family.

Kiersten Robinson
General Manager Family Vehicles, and President, Mexico and Canada

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