

First Tennessee/First Horizon Bank - Payroll Card



Frequently Asked Questions

I have had problems with credit in the past. Will this prevent me from opening a First Tennessee Payroll Card account?

Credit history will not prevent you from opening a First Tennessee/First Horizon Payroll Card account. Because it is a bank account, we are required to have a valid social security number and identification to open the account. Bank history is verified and an account will not be opened if there was fraud or a large amount owed to First Tennessee Bank. In cases of multiple or recent charge-offs with other banks, the ATM card will be issued instead of the Visa Debit Card.

How do I activate my card when I receive it?

ATM debit cards do not require activation; however, Visa Debit Cards do require it. A phone number is included on a sticker placed on your Visa Debit Card as a reminder to activate the card as soon as you receive it. You will be required to use your PIN (mailed separately from the card) to activate it.

How do I use the card?

At an ATM, insert the card, enter your PIN, choose the type of transaction (withdrawal, QuickStatement or balance inquiry), and select "From Checking." Once you receive your cash, be sure to take your card and your receipt, too.

At a merchant, the ATM card will allow you to make purchases as well as get cash back. This is a free transaction. You will enter your PIN and depending on the merchant processing equipment, you may be asked if you would like cash back. The total amount is deducted from the balance in your account.

At a merchant displaying the Visa logo, the Visa Debit Card allows the option to enter your PIN or to sign a sales draft. While this is NOT a credit card, a signed sales draft is considered a credit transaction and the money will be immediately deducted from your account.

ATM cards require a PIN (debit only).
Visa Debit Cards may use a PIN (debit) or a signature (credit).
Cash back options are only available if the PIN is used.

Is the Visa Payroll Card a credit card?

No. All transactions are deducted from your account, much like writing a check. Although it is not a credit card, it is accepted by most Visa merchants for online and telephone orders, since a PIN is not required.

May I change my PIN (Personal Identification Number)?

Yes. You may call Customer Service at 1-877-480-2273 to change your PIN. The automated option will require that you enter the PIN that was mailed to you. Once you have accessed the system, you may select a four-digit number. The change is effective immediately. You also have the option of speaking with a customer service representative if you need assistance.

What number should I call if I have questions?

Customer Service is available by contacting 1-877-480-2273. This number has the option for automated service or speaking with a representative, 6:00 AM to 12:00AM EST, seven days a week. Balance inquiries, lost or stolen cards, address changes, and general inquiries may all be handled by calling this toll-free number.

What should I do if I cannot remember my PIN?

Contact Customer Service at 1-877-480-2273 to request another PIN to be mailed to you. For security reasons, our representatives do not have access to the PIN currently assigned to the card.

Are there any fees for using the card? How can I avoid fees?

The account currently has no monthly service charges, no load fees, and no card replacement fees. With the First Tennessee/First Horizon Payroll Card account you can make unlimited withdrawals (up to a maximum of \$600 per day) at any First Tennessee ATM free of charge. If you use another bank's ATM, a fee of \$1.50 is charged to your account, in addition to the fee that the ATM's owner may deduct at the time of the withdrawal. The fee can be avoided by using your card (with the PIN) at over a million merchant locations that offer cash back with your purchase. While you're making your purchase, get the cash back that you need and you will avoid ATM fees. If you ask for a QuickStatement (an itemized listing of your last 10 transactions), you will be charged \$1.00. Balance inquiries are free.

If your account has no activity for 12 months, there is a dormancy fee of \$5.00/month for every month the card is not used.

Can overdrafts occur on my account? How?

It is possible for overdrafts to occur. If a merchant is "offline," the transaction may be processed without an authorization. There also may be timing issues between authorizations and transactions posting to your account, which may result in a negative balance. It is very important to keep track of all expenses in order to avoid overdrafts.

I was paid today, so why is there no money on my card?

You will need to contact your payroll department to verify that your pay was directly deposited to your account. The funds should be available by 8:00 AM on the actual payroll posting date. Also, be sure to verify your balance and account transactions that occurred before your deposit was to post to the account to confirm that you have recorded all transactions.

Does my employer know how I spend my money?

No. The only information provided to your employer is the account number and routing number used to set up direct deposit. Only you will receive monthly statements outlining the details of your account activity.

May I give the card to a friend or relative to use?

The account is established in the name of the employee only. Because it is considered a payroll account, it is not eligible for joint use. It is your responsibility to safeguard your card.

How many debit cards can be issued on this account?

Only one debit card is issued on this account.

Can anyone else be added to this account?

No, this account is set up for your direct deposit only; therefore, no one else can be added to the account.

Are checks allowed on this account?

No, the Payroll Card account is a "check-less" checking account.

How soon does an item post to this account?

Normally, items post to the account within three to five business days. Please be sure to track your spending and deduct any amount from the balance as soon as the purchase or withdrawal is made. This will enable you to monitor your account and keep track of your balance.

Can I enroll in Banking Online?

Yes, you may enroll for Banking Online at www.firsttennessee.com. Click on Individual Banking. Be sure to have your card and PIN nearby. By using Banking Online, you can check your balance, verify the items that have posted to your account, and use the bill pay feature at no extra charge.

What if I leave my employer and have a remaining balance left on the card? How can I access the remaining funds?

First, the account is portable and may be used at your next employer, if they offer direct deposit. If they do not offer direct deposit, and you choose to no longer use the account, you may make a purchase for that amount or higher. Let the merchant know that you want the authorization only on the balance that you provide them and you will pay the difference by another means of payment. You may want to verify your balance prior to your transaction and this can be done by contacting our customer service number.

What happens to any money left in the account, if I do not deplete the balance?

After twelve months of no activity (either deposits or withdrawals), a dormant account fee of \$5.00 per month will apply. Of course, you will continue to receive monthly statements notifying you of the balance. If your direct deposit stops and you do not want to continue using the account, simply make a purchase for the remaining funds. You should also notify customer service (1-877-480-2273) that you would like to close the account. The account must be at a zero balance.

What happens if my statement lists a transaction that I do not recognize?

Contact Customer Service (1-877-480-2273) to verify the information. Occasionally, a transaction will post a few days after the actual purchase and may not easily be recognized by the date. Also, a business may use the corporate name rather than the local name. Our representatives can help you determine to whom and where the transaction was made. If the transaction is still in question, you may file a dispute. An outline of the dispute process is included in the welcome packet mailed to you at the time the account is opened.

May I transfer money from my Payroll Card account to another bank account and vice versa?

Since the First Tennessee/First Horizon Bank Payroll Card is actually a bank account, it would require that you wire the funds from the Payroll Card account to another bank account and wire fees would apply. If you have another account with First Tennessee, you may transfer the funds either through the ATM or Banking Online, free of charge. The Payroll Card account also allows wire transfers from other financial institutions.

Can I have my car payment or mortgage paid with the card?

Because the First Tennessee/First Horizon Payroll Card account is an actual bank account without checks, you can arrange to have payments drafted by providing the account number and routing number. You will need to arrange this with the payee and provide authorization. You also have access to free bill payment when you sign up for Banking Online through www.firsttennessee.com. The Visa DebitCard may also be used to make payments online or over the phone.

I received my Payroll Card and my name is incorrect. What should I do?

Contact our customer service number at 1-877-480-2273 to request another card. Your current card is still valid and may be used until you receive your new card. Once your new card is activated (for Visa Debit Cards only), you may destroy the old card.

What if my address is incorrect?

Please contact customer services at 1-877-480-2273 to advise them of the change. If the original card was never received, please notify the representative so that a block may be placed on the card. If you already received the card, another will not be sent; however, it is important that you notify us of address changes so that you will receive your monthly statements and reissued cards (once the current one expires).

How can I be sure that my money is safe?

The account is FDIC insured. The Visa Debit Card also provides you with the same consumer rights as any other Visa product. Please be sure to report the card lost or stolen as soon as you are aware it is missing. Never write your PIN on the back of the card or store it in your wallet.



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