

MYCARDSPACE.CA USER EXPERIENCE

PRIZM™ PREPAID VISA® CARD PROGRAM



Shop Globally with PRIZM and pay your bills online

The PRIZM™ Prepaid Visa Cards are owned and issued by Pace Savings and Credit Union Limited pursuant to licence by Visa International®.

Use of the card is governed by the agreement under which it was issued.

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Message from CanaCash Financial Services, Ltd.:

To Our Valued Cardholder,

On behalf of everyone here at CanaCash Financial Services, Ltd., please let us take this opportunity to welcome you and thank you for choosing the Prizm™ Prepaid Visa© card.

These are exciting times in the card industry, and we here at CanaCash pride ourselves on being on the cutting edge of many exciting and innovative products. Many features of the Prizm™ card are available to you which all compliment our mantra, Banking Benefits without the Bank!

This quick reference guide is on using and working within <https://www.mycardspace.ca/> and the features within. As always, CanaCash offers you, the cardholder, 24/7 telephone assistance, so please feel free to contact the IVR Toll Free service number should you have any questions.

Warmest regards,

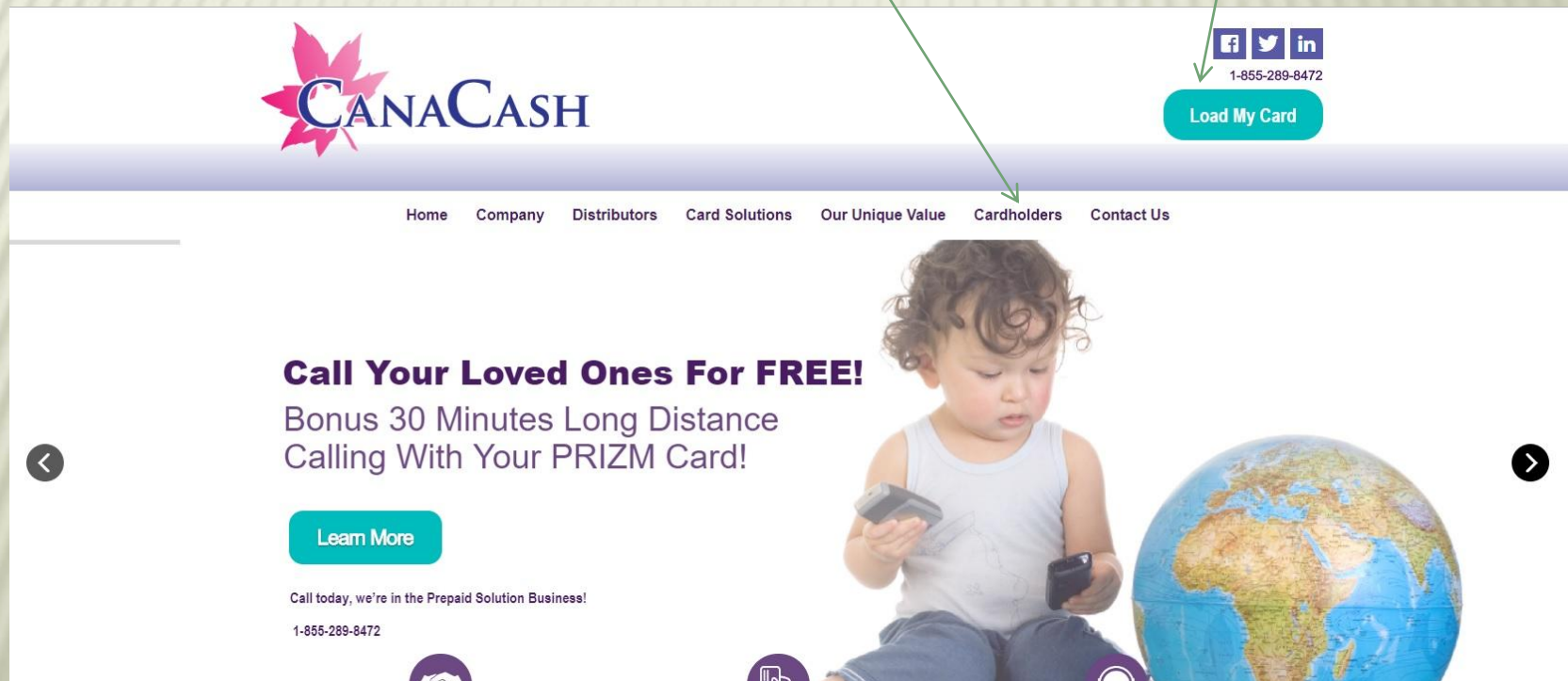
*Card Services Division
CanaCash Financial Services, Ltd.*

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MyCardSpace.ca Access:

*Please open an internet browser and log to: <http://www.canacash.ca/> and select “**Load My Card**” button or Cardholders Tab*



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OR: First Time Users / MyCardSpace.ca Registration:

*Please open an internet browser and log to: <https://www.mycardspace.ca/> and select “**First Time User; Register Here**” button*

MY CARD SPACE

Login

Username: [Forgot your username?](#)

Password: [Forgot your password?](#)

Login

[First time user? Register here](#)

IMPORTANT: Our Card Services Team will NEVER contact you by phone, email or text message for your card information, like your card number or PIN (if you have one) unless you contact us first. To protect yourself please do NOT provide your card information to anyone.

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MyCardSpace.ca Registration Site:

Please enter the details requested on the webpage as you wish and have been provided and select “Register”

MY CARD SPACE

Register

Username:

Card/Proxy Number:

Password:

Pin Number:

Confirm Password:

Email:

Register

[Already have an account? Click here to sign in](#)

75%

MyCardSpace.ca will notify you if there are any errors or issues with the information provided during the registration process. Please correct the information and resubmit.

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MyCardSpace.ca Registration:

Once completed, MyCardSpace will automatically take you to the login page once you have successfully registered your account/card.

Now simply log in to MyCardSpace.ca with the credentials that you have created.

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Step 3: MyCardSpace.ca:

Once logged into MyCardSpace, you now have the functionality to surf about and utilize the features that are included with the Prizm™ Prepaid Visa© card including Activity Reports, Card to Card Transfers, Pay Bills and much more all found on the Menu section at the left of the screen

The screenshot displays the MyCardSpace.ca web application. On the left is a dark sidebar menu with 'Card Management' and 'Account Management' sections. The main content area is titled 'CANACASH ADMIN's Account Info' and includes a table for account balances, cardholder information, and an 'Edit Profile' button.

My CARD SPACE [Log Out](#)

Card Management

- Account Home
- Direct Load
- My Card Activity
- Card to Card Transfer
- Pay a Bill
- Secondary Card
- Text/Email

Account Management

- I Forgot My PIN
- Lost or Stolen Card
- Update My Profile

CANACASH ADMIN's Account Info

At a Glance

Card Holder Name	Current Balance	Available Balance	Last Transaction Date
CANACASH ADMIN	0.00	0.00	3/11/13

Cardholder Information

Name: CANACASH ADMIN

Card Number: *****2379

Address: 1 BRIDGE STREET,
BELLEVILLE, ONTARIO, K8N 5N9

Phone Number: 6139620808

Date of Birth: 2/15/1977

Email Address: info@canacash.ca

Current Date: 03/20/2013

[Edit Profile](#)

[Terms and conditions](#)

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MyCardSpace.ca:

Furthermore, while logged into MyCardSpace, you also now have the ability to review your transactions at Point of Sale (POS) Retailers, ATM activity and also review your Current Balance. Also, historical transactions are available through the date range filter search feature. As always, these reports are available to print off a copy for your records.

The screenshot displays the MyCardSpace.ca website. On the left is a dark sidebar with a 'My CARD SPACE' logo at the top. Below the logo are two sections: 'Card Management' with links for Account Home, Direct Load, My Card Activity (highlighted), Card to Card Transfer, Pay a Bill, Secondary Card, and Text/Email; and 'Account Management' with links for I Forgot My PIN, Lost or Stolen Card, and Update My Profile. A 'Log Out' link is in the top right corner. The main content area is titled 'CANACASH ADMIN's Card Activity Statement'. It includes a 'Review your recent account activity.' section with fields for Visa Prepaid Card Number (masked), Current Balance (0.00), and Available Balance (0.00). Below this is a 'Click here for a printer friendly version.' link and a 'Change Date' section with 'From' (2/19/13) and 'To' (3/21/13) date pickers and a 'Go' button. A table of transactions follows, with columns for Date, Transaction Description, Status, and Amount. The table lists 20 transactions from 03/11/2013 to 02/21/2013, including Sender Money Transfer Debit, Value Reload Fee, and Value Load transactions. At the bottom of the page, there is a 'Terms and conditions' link and a zoom level indicator set to 67%.

Date	Transaction Description	Status	Amount
03/11/2013	Sender Money Transfer Debit	Processed	-559.00
03/11/2013	Value Reload Fee	Processed	-1.00
03/11/2013	Value Load	Processed	560.00
03/10/2013	Sender Money Transfer Debit	Processed	-152.33
03/10/2013	Value Reload Fee	Processed	-1.00
03/10/2013	Value Load	Processed	153.33
03/03/2013	Sender Money Transfer Debit	Processed	-20.58
03/03/2013	Value Reload Fee	Processed	-1.00
03/03/2013	Value Load	Processed	21.58
02/27/2013	Sender Money Transfer Debit	Processed	-29.00
02/27/2013	Value Reload Fee	Processed	-1.00
02/27/2013	Value Load	Processed	30.00
02/27/2013	Sender Money Transfer Debit	Processed	-559.00
02/27/2013	Value Reload Fee	Processed	-1.00
02/27/2013	Value Load	Processed	560.00
02/21/2013	Sender Money Transfer Debit	Processed	-536.20
02/21/2013	Value Reload Fee	Processed	-1.00
02/21/2013	Value Load	Processed	834.21

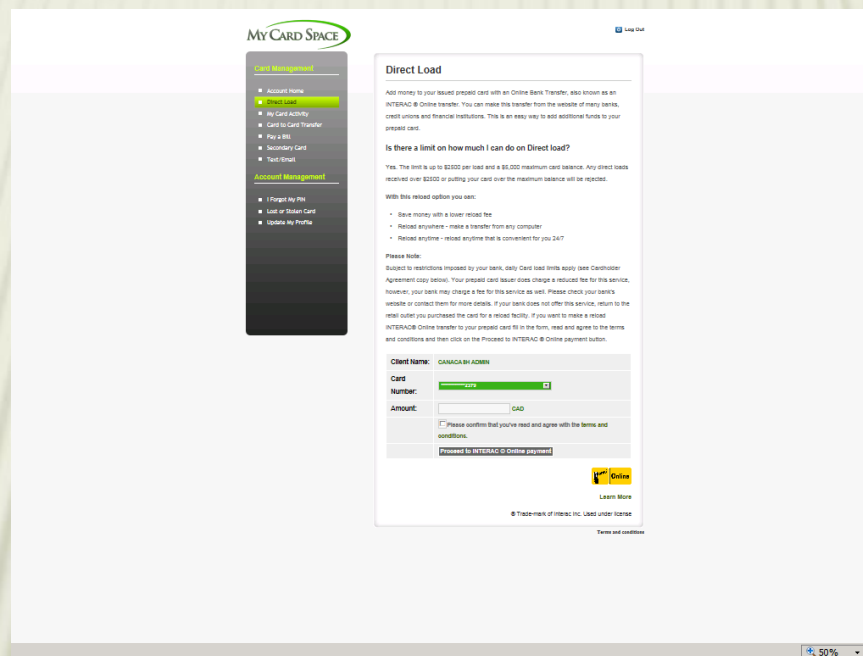
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Step 4: MyCardSpace.ca: Outside Service Providers:

Once you choose **Direct Load**, you will be prompted to follow the directions from the webpage and confirm the details requested for this loading service. Once confirmed, you will be taken away from the MyCardSpace.ca website and you will be directly connected with the outside service provider. Not all financial institutions offer Interac Payments.



The screenshot shows the MyCardSpace.ca website interface. On the left is a dark sidebar with a 'User Management' menu containing links like 'Account Home', 'Direct Load', 'My Card Activity', 'Card to Card Transfer', 'Pay a Bill', 'Secondary Card', and 'Text Remit'. Below this is an 'Account Management' section with links for 'I Forgot My PIN', 'Lost or Stolen Card', and 'Update My Profile'. The main content area is titled 'Direct Load' and contains the following text:

Add money to your prepaid card with an Online Bank Transfer, also known as an INTERAC® Online transfer. You can make this transfer from the website of many banks, credit unions and financial institutions. This is an easy way to add additional funds to your prepaid card.

Is there a limit on how much I can do on Direct load?

Yes. The limit is up to \$2500 per load and a \$5,000 maximum card balance. Any direct loads received over \$2500 or putting your card over the maximum balance will be rejected.

With this reload option you can:

- Save money with a lower reload fee
- Reload anywhere - make a transfer from any computer
- Reload anytime - reload anytime that's convenient for you 24/7

Please Note:
Subject to restrictions imposed by your bank, only Card load from easy bank Cashmaster Agreement only please. Your prepaid card issuer does charge a reload fee for this service, however, your bank may charge a fee for this service as well. Please check your bank's website or contact them for more details. If your bank does not offer this service, return to the retail outlet you purchased the card for a reload facility. If you want to make a reload INTERAC® Online transfer to your prepaid card fill in the form, read and agree to the terms and conditions and then click on the Proceed to INTERAC® Online payment button.

Client Name: CANACASH ACORN

Card Number: [masked] 01

Amount: [input field] CAD

☐ Please confirm that you've read and agree with the terms and conditions.

[Proceed to INTERAC® Online payment](#)

Learn More

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Terms and conditions

Direct Load Page (Interac® Online Feature)

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Step 4A: MyCardSpace.ca: Outside Service Providers: Interac® Online

Once you have verified the amount of funds you are loading onto your PRIZM Prepaid Visa card thru Interac® Online, you will be taken to the Interac® Online secure website where you will select your bank/financial institution and login to your account through online banking as usual. NO INFORMATION IS COLLECTED, STORED OR RETAINED DURING THIS PROCESS BY CANACASH

FRANÇAIS

Interac Online

PAYMENT DETAILS

HELP

PAY TO: CanaCash
INVOICE NO: canacash\$180
AMOUNT: \$10.00 CAD

MyCardSpace

Click to choose your Financial Institution:

BMO Bank of Montreal RBC Royal Bank Scotiabank

Canada Trust

To cancel and return to CanaCash:

CANCEL

Acxsys Corporation ("Acxsys") owns and operates the INTERAC® Online payment service (the "Service"). Acxsys does not charge any fees to cardholders for the use of the Service. Acxsys does not control and is not responsible or liable for any exchange rates or currency conversion rates. Additional service fees, currency conversion fees or other fees may apply and may be charged by your financial institution. Please contact your financial institution for additional details.

PRIVACY

Interac is a trademark of Interac Inc., used under license.

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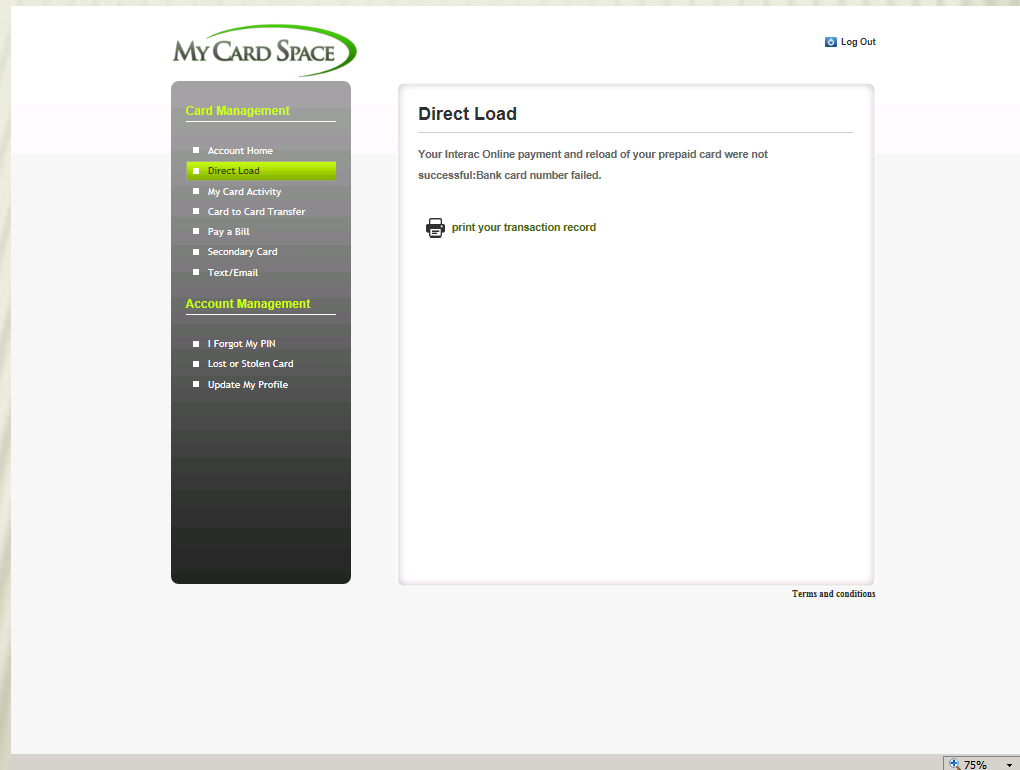
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MyCardSpace.ca: Outside Service Providers: Interac® Online

Once you have completed your Interac® Online load of funds to your Prizm™ Prepaid Visa© card, you will be returned to the MyCardSpace.ca website and prompted to print a receipt of this transaction for your records. You are now complete with loading your Prizm™ Prepaid Visa© card with Interac® Online and CanaCash



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Step 5: MyCardSpace.ca: Card to Card Transfer

As a feature, you have the option of performing a Card to Card transfer of funds from your Prizm Prepaid Visa card to another Prizm™ Prepaid Visa® card, directly from the MyCardSpace.ca website. Once you enter the required details and information of the transfer, simply select submit and the transfer will be completed and you will be provided with a receipt to confirm the Card to Card transfer for your records

The screenshot displays the MyCardSpace.ca website interface. On the left is a dark sidebar menu with two sections: 'Card Management' and 'Account Management'. Under 'Card Management', 'Card to Card Transfer' is highlighted. The main content area is titled 'Card to Card Transfer *'. It shows a summary for the user's Visa Prepaid Card Number (ending in 2379) with a Current Balance and Available Balance of 0.00. Below this, instructions state that transfers can only be made to another card issued by the same bank and card manager. The form includes fields for 'Card Number', 'Recipient Name' (with an example 'firstName.lastName'), and 'Amount to Transfer'. A warning box states: 'Are you sure that this is the correct amount? Once the transfer has been made it cannot be reversed.' A 'Submit' button is at the bottom of the form. A note at the bottom of the page states: '* Card to Card Transfer Fee will be deducted from your card as per the terms & conditions of your card.' and 'Note: Not all card programs allow the Card to Card Transfer function.'

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Step 6: MyCardSpace.ca: Secondary Card Request

As a feature, you have the option of requesting a Secondary Card to be issued to a Secondary Cardholder. This Secondary Card will be attached to the same account as your Prizm™ Prepaid Visa® card (the Primary Card) and it will be issued to the person listed on the request form as submitted from MyCardSpace.ca. Please review the Terms and Conditions regarding the fees and costs associated with a Secondary Card which can be found on our website

MY CARD SPACE

Card Management

- Account Home
- Direct Load
- My Card Activity
- Card to Card Transfer
- Pay a Bill
- Secondary Card**
- Text/Email

Account Management

- I Forgot My PIN
- Lost or Stolen Card
- Update My Profile

Secondary Card

As the primary cardholder you can ask us to issue a Secondary card for a spouse, child or other trusted person. The fee for this feature will be deducted from your card balance. Check your cardholder fee chart posted with the terms & conditions for your card to see the cost. Secondary cards are not available from all card issuers. Please check your cardholder fee chart or refer to the cardholder agreement for your card to see if this feature is available from your card issuer. We may ask for information about the person to whom you want us to issue a Secondary Card and reserve the right to not approve your request. Any value loaded to the primary card may be accessed by the secondary card user. All linked secondary cards are governed by the cardholder agreement a copy of which can be seen on our website. All reloads and transactions on all secondary cards will reflect on the primary card balances. The person we issue the Secondary card along with the primary cardholder is responsible individually and together for all obligations under this agreement. We may only honour certain instructions or notices regarding all cards under this card account from the primary cardholder.

*** Please provide details regarding the recipient of the secondary card you wish to order.**

Primary Card:

First Name: *

Last Name: *

SIN (Social Insurance Number): *

Address 1: *

Address 2: *

City: *

Province *

Postal Code *

Country *

Update my Phone Number *

Order now

Terms and conditions

67%

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Step 7: MyCardSpace.ca: Forgot My PIN

As a feature, you have the option of requesting your PIN to your Prizm™ Prepaid Visa® card by simply selecting this item and hit Remind Me. The email account on file for your card will have the PIN automatically sent to it

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Step 8: MyCardSpace.ca: Lost or Stolen Card

In the event that you need to report your Prizm™ Prepaid Visa® Card as Lost or Stolen, simply select this option from the menu on the left and submit. This will freeze the card to prevent any unauthorized usage. You will need to contact CanaCash and follow the steps for a replacement card as set out in the Terms and Conditions

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Step 9: MyCardSpace.ca: Update Your Profile

MyCardSpace provides you with the functionality to review and update your user profile directly through the website. So, if you need to update your address, telephone number or change your password, this can all be done directly from the Update Your Profile page on the MyCardSpace.ca website

MY CARD SPACE Log Out

Card Management

- Account Home
- Direct Load
- My Card Activity
- Card to Card Transfer
- Pay a Bill
- Secondary Card
- Text/Email

Account Management

- I Forgot My PIN
- Lost or Stolen Card
- Update My Profile**

Update Your Profile

Memorize your password and keep it to yourself. Do not write it on your card or keep it in the same place as your card.

Edit Online Profile

Update my Phone Number:

Update my Email Address:

New Online Password:

Confirm Password:

Update Address For The Card

Card Number:

Name:

Address1:

Address2:

City:

Province:

Country:

Postal Code:

Update my Phone Number:

Update my Email Address:

Add Card

Card Number:

Card Pin:

Remove Card

Card Number:

Card Pin:

Terms and conditions

60%

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Contact Us: CanaCash Financial Services, Ltd.

We at CanaCash continue to strive to make the best experience for you, our cardholder. As such, you will see additional features and functions in the coming months listed on the Menu of MyCardSpace.ca. Please check back often to see what other new and exciting products and features are available to you! Please note: Certain features and functions listed on the MyCardSpace.ca website may not be available to the Prizm Prepaid Visa Card. Please review the Terms and Conditions that were provided with your card as well as our website for updates to these Terms and Conditions and how these new features could further enhance your cardholder experience. Should you have any questions, please feel free to contact the toll free number located on the back of your PRIZM Prepaid Visa Card or visit our website and submit a query there.

Thank you,

Card Services Division

CanaCash Financial Services, Ltd.

1 Bridge Street East, Suite 302

Belleville, ON K8N 5N9

TF: 1-855-BUY-VISA (289-8472)

W: <http://www.canacash.ca/>

W: <https://www.mycardspace.ca/>

E: info@canacash.ca

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W: <https://www.mycardspace.ca/>
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