

WHY DO SHIPMONEY CARDS EXPIRE?



As a prepaid Visa card, your ShipMoney card has a validity of 36 months or 3 years.

If you received your card in 2019, it is soon due for expiry.

The new ShipMoney Visa card features contactless payment and other functions not present on the card issued in 2019.

Bakit nawawalan ng bisa ang mga ShipMoney card?

Bilang isang prepaid Visa card, ang iyong ShipMoney card ay maaring gamitin sa loob ng 36 na buwan o tatlong taon. Ibig sabihin, ang natanggap mong card noong 2019 ay malapit nang mawalan ng bisa.

Ang bagong ShipMoney Visa card ay nagtataglay ng mga bagong kakayahan, kabilang ang contactless payment na wala sa card na ibinigay noong 2019.

WHY DO I NEED A NEW SHIPMONEY CARD?



Once your card expires, you will no longer be able to make any transactions with it. You will no longer be able to use the Send Money Home feature since it requires the CVV number of an active card.

Bakit kailangan ko ng bagong ShipMoney card?

Kapag nawalan ng bisa ang iyong card, hindi ka na makagagawa ng kahit anong transaksyon gamit ito. Hindi mo na magagamit ang Send Money Home dahil nangangailangan ito ng CVV number mula sa isang aktibong card.

SHOULD I SURRENDER MY OLD SHIPMONEY CARD?

No, you do not need to surrender your old ShipMoney card.

Keep your card secure until the replacement card has arrived, and until you receive confirmation that your new card is active, and that your old card is inactive.



Kailangan ko bang ibalik ang aking lumang ShipMoney card?

Hindi, hindi na kailangang ibalik ang lumang ShipMoney card.

Ingatan ang lumang card habang hinihintay ang bagong card. Kapag natanggap na ang bagong card, hintayin ang kumpirmasyon na ito ay maari nang magamit, gayundin ang kumpirmasyon na wala nang bisa ang lumang card.

WHERE DO I SEE THE CARD EXPIRATION DATE?



The card expiration date is located on the front side of the card. The month and year that follows EXPIRE END indicates your card's expiry.

Saan ko makikita ang expiration date ng card?

Ang expiration date ng iyong card ay matatagpuan sa harapang bahagi ng card. Ang buwan at taon na katabi ng EXPIRE END ang nagsasabi kung kailan mawawalan ng bisa ang iyong card.

IS THERE A FEE TO REPLACE MY EXPIRED CARD?



None. All you need to do is inform your Vessel Handler that your ShipMoney card is expiring.

May kailangan bang bayaran upang mapalitan ang expired na card?

Wala. Ang kailangan mo lang gawin ay ipagbigay-alam sa iyong Vessel Handler na ang iyong card ay malapit nang mag-expire o nag-expire na.

IMPORTANT!

Do not throw your card away while waiting for the new one. As long as it is not past expiration date, your card is still active and may be used by fraudsters until it is replaced.

When your card expires, shred it or cut it into pieces, making sure to cut through the chip, the magnetic strip and all information printed on the card.



MAHALAGANG PAALALA!

Huwag itapon ang lumang card habang hinihintay ang pagdating ng bagong card. Hanggang hindi ito lumalampas sa expiration date, ang iyong card ay nananatiling aktibo at maaaring magamit ng mga kriminal habang ito ay hindi pa napapalitan.



Kapag nag-expire ang iyong card, gupitin ito sa maliit na piraso at siguraduhing hindi na mababasa ang chip, magnetic strip at iba pang nakalimbag na impormasyon.

MY CARD EXPIRED WHILE I AM ON BOARD, WHAT SHOULD I DO?

First, check with the Master. The master may have spare cards on board that they can give you as replacement.



If there are no spare cards available, you may request for a virtual card from your Vessel Handler. A virtual card is a temporary card which has similar functions to a regular ShipMoney card, except that there is no actual plastic card.

Ang aking card ay nag-expire habang ako ay on board, ano ang dapat kong gawin?

Una, makipag-ugnayan sa Master. Maaring may reserbang card sa barko na maibibigay sa iyo bilang kapalit ng nag-expire na card.

Kung walang reserbang card, makipag-ugnayan sa iyong Vessel Handler upang ikaw ay mabigyan ng virtual card. Ang virtual card ay temporary card na gumagana katulad ng regular na ShipMoney card, maliban sa walang aktwal na plastic card.

WHAT WILL HAPPEN TO THE REMAINING FUNDS IN MY OLD CARD?



Once you receive confirmation that your replacement card is already active, any remaining funds will automatically be transferred to the new card.

Ano ang mangyayari sa natitirang pondo sa aking lumang card?

Sa sandaling makatanggap ng kumpirmasyon na aktibo na ang bago mong card, lahat ng natitirang pondo ay kusang maililipat sa bagong card.

I GOT MY NEW CARD. DO I NEED TO REGISTER AGAIN ONLINE?

No. You can continue accessing the ShipMoney portal (website and app) using your existing username and password.



Natanggap ko na ang bagong card. Kailangan ko bang mag-register muli?

Hindi. Patuloy mong magagamit ang ShipMoney portal (website at app) gamit ang username at password na mayroon ka.

HOW ABOUT THE COMPANION CARDS?

The same conditions apply to your companion cards: they, too, expire and need to be replaced.

Coordinate with your Vessel Handler to get your new companion cards.



Paano naman ang mga companion card?

Katulad ng iyong ShipMoney card, ang mga companion card ay mawawalan din ng bisa at kailangang mapalitan.

Makipag-ugnayan sa iyong Vessel Handler upang makuha ang mga bagong companion card.



 **SHIPMONEY**
CARD RENEWAL

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