



Card Payment guidelines

CP-G-CO-M-003.1

ConnectPay

1. Top-up the Card

Step 1: Make a transfer from your IBAN account to ConnectPay account No. LT11374002000000202.

Step 2: In the **PAYMENT DETAILS** field, please enter:

- Token number consisting of 9 digits*
- Cardholder name
- Cardholder surname.

*Token number can be found on the back of your card on the bottom left corner.

2. General rules for HERCUS Prepaid MasterCard replenishment

- Only funds owned by business can be pre-funded to the card account. Top-ups of personal funds are not allowed.
- The card can be topped-up by the person who has the right to manage the IBAN account for business.
- There is no possibility for credit or overdraft on the card account - only pre-loaded funds can be spent. However, fees might be deducted from the IBAN account if there are not enough funds on card account.

3. Schedule for loading funds

Funds can be loaded from Monday to Friday from 9 AM to 5 PM EET time.

Funds to the card are loaded 4 times per business day* EET time:

10:00 AM
12:00 AM
15:00 PM
17:00 PM.

Please note, that it takes up to 2 hours for funds to be available on your card after the top-up has been made.

*Business days exclude weekends, Good Friday and Public Holidays in Lithuania. Preliminary payment receipt times will be affected on non-business days.

4. Questions & inquires

- For general information and FAQ visit us at www.connectpay.com
- For any questions call us at +44 7480 549333 (our business hours are from Monday to Friday from 9 AM to 7 PM EEST) or send us an email at clientcare@connectpay.com.