

# Bank Teller Withdrawal Instructions

## Simple Steps to Access Your Funds for Free at a Bank Location

Your Comdata Payroll MasterCard® includes the ability to access your funds at a participating bank location that accept MasterCard. Most large banks in your area are included in this network.

### To receive your cash, follow these easy steps:

- Step 1** Call 1-855-219-2497 or log into the Comdata Prepaid Mobile App to obtain the balance on your paycard before going to the bank. You **MUST** know your balance before making a withdrawal.
- Step 2** Proceed immediately to the bank - **this will be a free withdrawal if it is your first transaction after money has been loaded to your card.**
- Step 3** Upon arrival at the bank, ask the teller to perform a **Cash Advance** or **Cash Disbursement**. You will need to tell the teller the amount of cash you are requesting. If you want to cash out the card, this is the full balance amount on your card.
- Step 4** Provide the teller with a photo identification.
- Step 5** The teller will process your card and provide your money, along with a transaction receipt.

**Note:** If this is not your first transaction after being paid on the card, there may be a fee added to the amount of the withdrawal.

If you have any problems, please contact Comdata Customer Service immediately before leaving the bank location at 1-855-219-2497.

