


GO-Tag™ & TAXI-Tag™ Products **Frequently Asked Questions**

For Customer Service, to register for reload, or for problems or complaints call 800-468-5661.

What is a GO-Tag / TAXI-Tag account?

A GO-Tag / TAXI-Tag account is a prepaid debit account that includes two payment devices, a Visa® Prepaid Debit card and ultra convenient GO-Tag Sticker. Both the card and sticker access the same prepaid account so you can use whichever is more convenient for you.

You can use your Sticker at any merchant location in the U.S. where you see this symbol  and Visa debit cards are accepted; however, you cannot use the Sticker for Internet, ATM, mail order or telephone transactions. Use the Merchant Locator tool on www.gotag.com to find merchants that accept the GO-Tag / TAXI-Tag Sticker.

You can use your Plastic Card at any merchant location in the U.S. where Visa debit cards are accepted. You can use the Plastic Card for Internet, ATM (after account is registered), mail order and telephone transactions.

Is a credit check required to get the GO-Tag / TAXI-Tag product?

No, since this is not a credit product a credit check is not necessary.

Do I need to have a bank account to get a GO-Tag / TAXI-Tag product?

No, since you will be loading your account with cash or other payment forms accepted by the retailer or as identified at www.gotag.com it is not necessary.

How do I register?

In order to reload your Sticker/Plastic Card, and to withdraw cash with your Plastic Card, you must register your account. To register, call 1-800-468-5661 and provide the Customer Service Agent the required information.

Why do I have to register my account to reload it?

The information you supply when registering your account helps us provide you better, more personalized customer service. It also helps us to ensure if you lose your card or have it stolen that we can cancel the account and transfer any remaining funds to another account for your use. The information gathered is also used to support government regulations to validate consumers' identities. Registering your account also allows you to withdraw cash with your Plastic Card.

What type of information is required to register my account?

You will have to provide your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents. You may be required to mail copies of certain documents to us.

How do I reload my account?

Unless you register your account to be reloadable you may not add additional funds. If you have registered your account, you may reload at the retailer you originally purchased the product from, or online at www.gotag.com.

Do I need a PIN to access my account?

Yes, you will need a PIN in order to access your account via web or phone. Call Customer Service at 1-800-468-5661 to create a PIN using the automated phone system.

How do I close my account?

You may close your account by calling Customer Service at 1-800-468-5661, and speaking with a customer service representative (fees may apply).