



The Bezahlkarte in the Märkisch-Oderland district All important information at a glance

What changes for me?

- You will no longer receive your (money) benefits as check, instead, you will receive a free Bezahlkarte.

Where and how can I pay with the Bezahlkarte?

- The payment with the Bezahlkarte is possible in almost all stores.

IMPORTANT: look for the orange / red Mastercard® sign!



- There is no limiting of the area, where you can use the Bezahlkarte, you can use it throughout Germany.
- The payment works like an ordinary debit card, that means insert the card or place / tap the card on the device and enter the PIN (4 numbers) if asked.

How much money do I have on the card?

- When you login on the website <https://meine.bezahlkarte.eu> or App (Download in Apple App Store oder Google Play Store <https://bezahlkarte.eu/app>) you can see your credit balance. You have to login with your card ID and your PIN, which you receive by the administrators from Asyl in a closed envelope.
- Now you can see your balance and transactions.

What is possible and what is not?

- You can transfer money to approved recipients.
- The direct debits to approved recipients are also possible; in that case, please provide your new IBAN to the respective recipients, which you can also find in your account.
- You can request the approval of additional recipients through the website/app.
- Foreign bank transfer and transfers to unauthorized recipients isn't possible.
- You can't cash out the entire balance.

How do I get cash?

- The cash amount has been set at €50.00 per person. You can withdraw this amount in cash from the ATM or, for example, at the supermarket checkout (if the supermarket offers this service).

Name: Handout Bezahlkarte	Nummer: MOL	Version: 01.0
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- The cash amount can be withdrawn in a maximum of 4 withdrawals per month. Any remaining cash amounts cannot be transferred to the next month but will remain as credit for card payments on the Bezahlkarte.
- For retroactive payments for past months, there will be no retroactive payment of the cash amount; it is fixed at €50.00 per person per month.

What should I keep in mind?

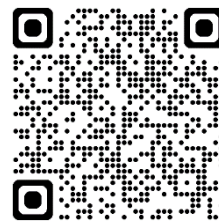
- You are responsible for your card. You will also be informed about this when the card is issued.
- Keep your card safe and your PIN secret. Neither the card nor the PIN may be shared with third parties.
- In case of loss or blocking of the card, please contact the emergency hotline **116 116** immediately, or contact the telephone chatbot of the company PayCenter at **+49 (0) 8161 - 9654 - 300**. During business hours, please also immediately contact the Asyl caseworkers so that the card can be blocked and the available balance refunded.

Where can I get help?

- You can also use the chatbot on the website at <https://meine.bezahlkarte.eu> under the "Support Chat" tab, or contact the social services (Asyl) staff by phone or email during business hours.



<https://meine.bezahlkarte.eu>



<https://bezahlkarte.eu/app>