

Information on using the BNG Prepaid Card

What do you need to know about the Prepaid PIN Card?

You can use the Prepaid PIN Card to make payments at all payment machines and cashpoints in the Netherlands, Belgium and Germany that display the card's brand mark logo. The card number and the customer number on the Prepaid PIN Card have been issued and registered by the municipality of Amersfoort. The Prepaid PIN Card will remain the property of the municipality of Amersfoort.

How much can you spend with the Prepaid PIN Card?

A Prepaid PIN Card is subject to general spending limits. This means you can only use the card to make payments if there is enough balance on it. This card does not allow you to have a negative balance.

Where should you keep the Prepaid PIN Card?

You must always keep your Prepaid PIN Card in a safe place. If you are not using the card, make sure that no one can see it and keep the card somewhere that other people cannot access. Be careful not to lose the card.

Information about the PIN.

- The abbreviation 'PIN' stands for personal identification number.
- You should memorise the PIN when you receive it and then destroy the letter informing you of the PIN.
- Do not tell anyone else what your PIN is, not even family, friends, or the municipality of Amersfoort.
- If you cannot remember the PIN, do not write it down! Instead you can write down something to help you remember what the PIN is. Make sure that only you understand this reminder note and do not keep it in the same place as your card.
- Make sure that no one is looking over your shoulder when you enter your PIN. Always shield the keypad using your hand or your body.
- Never allow anyone else to help you type in your PIN.

How can you use your Prepaid PIN Card safely?

- Do not allow yourself to be distracted when using the Prepaid PIN Card.
- Do not lose sight of the card until you have put it in a safe place.
- Never give the card to anyone else.
- Follow the security measures displayed on a payment machine and cashpoint.
- Do not use the card if you do not think it is safe to do so.

When should you block the Prepaid PIN Card?

If you have any doubts about the security of your card or your PIN, you should immediately contact the municipality of Amersfoort so that the card can be blocked.

You should, in any event, always do this if:

- the card has been stolen or lost;
- you cannot get the card back after making a payment at a payment machine or cashpoint;
- you notice that strange transactions have been made using your card.

How do you pay with your PIN?

The payment machine or cashpoint will display the amount you have to pay. Once you have checked that this amount is correct, you can enter your PIN. Sometimes you will need to complete several steps in order to make the payment. Once you have approved the payment, you will no longer be able to cancel the payment instruction.

How can you pay without a PIN?

Sometimes you can pay without being asked for your PIN, for example at car park ticket machines and toll booths. When you insert your card into the machine, you will be approving the payment. After that you will no longer be able to cancel the payment instruction.

How can you view your balance and see what has been credited or debited?

You can view your balance at the cashpoint and online Go to the website [Prepaid Balance](#).

1. Enter your client number. You can find this number on your card. It starts with 94 (10 digits in total).
2. Enter your security code. This code consists of the last 4 digits of the long number on your card (19 digits in total). These are the same as the last 4 digits on the final line of your card.

Currently this is the only way to view your details. Unfortunately you cannot access bank statements nor download any details.

What should you do if the Prepaid PIN Card stops working?

In some situations the Prepaid PIN Card will stop working, for example because you have entered the wrong PIN three times, or because you do not take the card out of the cashpoint quickly enough. The card may also stop working because it or the machine is damaged. If your card stops working you should contact the municipality of Amersfoort via +31 14033.

What must you do if your situation changes?

If you move to a different address, leave Amersfoort, or start working, you must immediately inform the municipality of Amersfoort via leefgeld@amersfoort.nl.

Frequently asked questions and answers

How long will the money stay on the prepaid card?

The credit remains on the card even if you do not use the card, or do not withdraw it all.

When will money be added to the card again?

Money will be credited to the card every month on the first Tuesday or Thursday of the month. You do not need to make an appointment for this. The money will be credited to the card automatically even if there is still a positive balance on it.

Can I use the prepaid card to transfer money to a bank account?

No, that is not possible. You can only use the card for PIN transactions.

Can I also receive my living allowance on my own bank account?

The prepaid card is a temporary solution until you have your own bank account. As soon as you have a bank account you must inform the municipality of Amersfoort via leefgeld@amersfoort.nl. When doing so you must submit a copy of your bank card.

How much living allowance will I receive?

If you are staying in a central municipal reception centre, you will receive €55.00 per person per month. This money is intended to cover the costs of clothing and other personal expenditure. You will receive food and drink at the reception centre.

If you are staying with a host family, you will receive €260.00 per person per month. This amount is intended to cover the costs of food, drink, clothing and other personal expenditure. In addition to this you will receive €215.00 per month which you can use to contribute to the family's living costs. The amount paid for underage children is €55.00 per month.