

Card Services

Debit Solutions



May 15, 2019

FYI 19282

Mastercard Benefits Changes

- 311: Informational; No Action Required
- 611: Need to Know; Action May Be Required**
- 911: Urgent; Action May Be Required

Debit Card & ATM Programs
Credit Gateway Programs

Summary

Mastercard is announcing changes in cardholder benefits effective July 1, 2019. All issuers must notify all affected cardholders of the removal of specified benefits 30 days prior to the effective date of cancellation.

As your processing partner, Card Services occasionally announces upcoming network changes that may be of interest to your organization. Mastercard recently announced the following benefits changes:

Prepaid Core Benefits – ID Theft Protection

Effective July 1, 2019, prepaid Mastercard cardholders will be eligible for an enhanced Mastercard ID Theft Protection solution with the following updated features:

- New single bureau credit monitoring at TransUnion
- New financial account takeover monitoring
- New URL and domain monitoring
- Improved design and usability of the online monitoring dashboard
- Improved identity monitoring with more data elements
- White glove service for all core prepaid cardholders (new for prepaid): Access to a team of identity theft resolution specialists, available 24 hours a day, 365 days a year, to help resolve cardholders' identity theft incidents and prevent further damage.

The enhanced Mastercard ID Theft Protection benefit will be provided by a new provider, Generali, and any new cardholders enrolling after July 1, 2019 via mastercardus.idprotectiononline.com will be enrolled in the enhanced Mastercard ID Theft Protection benefit provided by Generali.

Cardholders enrolled in the existing Mastercard ID Theft Protection service will receive a communication from Experian by the end of 2019 informing them of the change in vendor and the need to enroll in the

General solution to continue to receive the ID theft protection services. Cardholders can enroll at mastercardus.idprotectiononline.com to start using the benefit.

Note: This benefit does not apply to anonymous or to non-reloadable prepaid products.

Core Debit Changes

In addition to Mastercard ID theft protection for consumer and World Mastercard (as outlined above in the Prepaid Core Benefits) that goes into effect on July 1, 2019, Mastercard will be removing the Price Protection core debit benefit.

Note: Your organization must notify all affected cardholders of the removal of benefits at least 30 days prior to the effective date of the cancellation.

Small Business Changes

Mastercard will provide the following benefits for small business:

- **Intuit Quickbooks Online and TurboTax Discount** – Cardholders will learn about this benefit through Intuit, Mastercard, and financial institution communication channels and will automatically receive the benefit when a purchase is made at an established promotional website and the cardholder accepts Intuit's terms and conditions.
 - QuickBooks Online: https://intuit.me/quickbooks_mc_fiserv – Cardholders will receive 40 percent off of a 12-month subscription of Quickbooks Online Simple Start Essentials or Plus) or a one month free trial and 50 percent off of a 12 month subscription of Quickbooks Self-Employed. Discounts are applicable for new Quickbooks Online customers only (effective April 15, 2019)
 - TurboTax: <https://turbotax.com/affiliate/fiservmc> – Up to a \$20 discount on TurboTax federal products (effective April 15, 2019)

Note: Because the 2019 tax season ended on April 15, 2019, Intuit recommends marketing QuickBooks Online for the remainder of 2019 and marketing TurboTax beginning in January 2020.

- **Receipt Management Mobile Application** – Mastercard will offer a receipt management application for all small business credit and debit cardholders in the United States. With this new Android or iOS mobile application, business owners and employees can snap photos of receipts to store them securely in the cloud. The application will help small businesses organize and categorize expenses, offering easy data exports and clear reporting. (effective July 1, 2019) More information on the Receipt Management Mobile Application will be available in the coming weeks.

Effective July 1, 2019 Mastercard will be removing the following benefits:

- Value Added Tax Reclaim Service
- Extended Warranty Coverage
- Purchase Assurance Coverage
- MasterAssist Services
- Mastercoverage

Reminder

Mastercard Guides to Benefits with benefit descriptions and applicable terms and conditions are available on the Mastercard Optimization Solutions site (<https://optimization.mastercard.com/portal/>).

Templated turnkey marketing materials will be uploaded to the Mastercard Optimization Solutions site before July 1, 2019. If your organization does not already have an account, you can register as a new user: <https://optimization.mastercard.com/portal/Registration/login.aspx>. Please contact Client Services if you are unable to successfully register.

If you have any other questions, please contact Client Services.