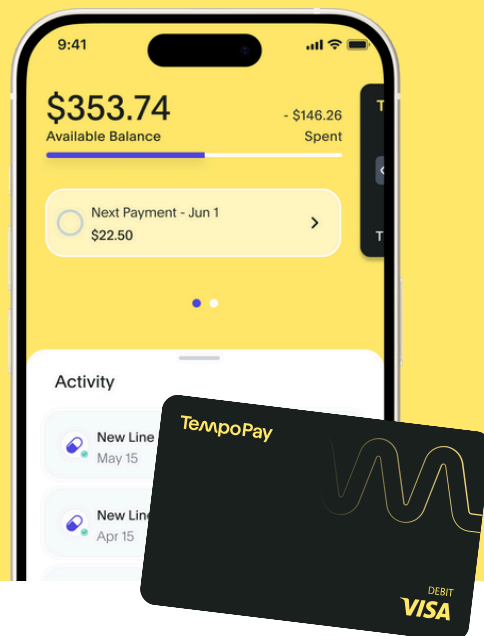


# Managing prescription costs just got easier

Don't let out-of-pocket costs stand in your way—manage prescription costs over time with TempoPay Rx

**0% interest, no credit checks, no fees**



## How it works

TempoPay Rx is a simple way to pay for prescriptions. Access \$500 in interest-free funds through the TempoPay Visa<sup>®</sup> card by signing up.

- Use it at the pharmacy to pay for prescriptions
- Pay back over time from a personal bank account
- No credit check, interest charges, or fees—ever

## Getting started

- 1. Download the TempoPay app**  
Sign up to access your account
- 2. Use the TempoPay Visa<sup>®</sup> card**  
Pay at the pharmacy counter (run as credit) or add it to your mobile wallet to tap and pay.
- 3. Repay over time**  
Select your repayment length and repay through your preferred personal bank account.

## Sign up today!

Scan to download the app now



## Have questions? Contact Customer Care

1-888-837-5820  
support@tempopay.com

TempoPay Rx is available as part of your benefits through HPS/PayMedix.

By using the TempoPay card you agree with the terms and conditions of the cardholder agreement. The TempoPay card is issued by TransPecos Banks, SSB, Member FDIC, pursuant to a license from Visa<sup>®</sup> USA Inc.



# Common Questions

## **How do I sign up for a TempoPay card?**

Signing up is simple—most complete the process in minutes. Download the TempoPay mobile app to get started. You'll be asked to enter some information so we can identify whether you're eligible for the program.

## **What information do I need to provide to sign up?**

To verify your identity and sign up, you'll need to provide your name, mobile phone number, email, social security number, and date of birth. In some cases, we may request documentation to confirm your identity, but only if it's necessary.

## **Do I need to have a smartphone to use TempoPay?**

Yes, a U.S.-based mobile phone number/plan is required to have full access to your TempoPay card. This includes your transactions and available balance.

## **Why do you need my SSN/ITIN?**

As a regulated financial institution, we are required to verify the identity of our customers and comply with government and industry regulations. This information helps us to validate and verify your identity, ensuring the security of our services. We encrypt this data on our end.

## **What if the shipping address in the app is outdated or incorrect?**

TempoPay receives your profile information, such as your name and address, from your health plan administrator. If your information is incorrect please contact TempoPay so we can help.

## **How quickly can I use the card?**

After a successful sign-up, you can access your virtual card in the mobile app and use it right away for mobile card payment or online bill pay. If you requested a physical card during sign-up, the card will arrive in 7-10 business days.

## **Can I get a physical TempoPay card?**

If you didn't request a physical card during sign-up, you can still request a card. Sign in to the app, swipe left to go to 'Card Settings,' and tap on 'Order Physical Card.'

## **Do I need a PIN to use my card?**

TempoPay is a PINless debit card. If you are prompted to enter a PIN, simply press enter to skip the screen or run as credit.

## **Where will my TempoPay card work?**

Your TempoPay card will work at merchants classified as pharmacies, including virtual pharmacies and those inside most retailers. If your card is declined at the point-of-sale, it is likely because the merchant is not registered as an approved category. Our customer care team is here to help you if you have questions about a specific transaction.

**Have questions? Contact Customer Care**  
**support@tempopay.com | +1 888-837-5820**

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