



# The Entrust Group myDirection Visa® Prepaid Card



## *Asset Transaction Card FAQs*

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### General

#### ***1. Is an Entrust account required to request The Entrust Group myDirection Card?***

Yes. The Entrust Group myDirection Card must be linked to an Entrust account. If you do not have an account, you can open one at [TheEntrustGroup.com](http://TheEntrustGroup.com), or by calling 800-392-9653.

#### ***2. How do I request The Entrust Group myDirection Card?***

Complete The Entrust Group myDirection Visa® Prepaid Card Application. Use this form to request the card and indicate the initial amount you would like to transfer to your card (\$100 minimum).

#### ***3. How long does it take to receive The Entrust Group myDirection Card?***

It takes 7-10 business days to receive The Entrust Group myDirection Card. You must have an open and funded Entrust account before the card can be ordered.

#### ***4. Can the card be sent to any address I request?***

The Entrust Group myDirection Card will be sent to the address indicated on the The Entrust Group myDirection Visa® Prepaid Card Application. For security purposes, the address indicated must match an address on file with Entrust and must be a United States address. Due to banking regulations, cards cannot be shipped overseas, though they can be used anywhere Visa® is accepted.

#### ***5. What is the maximum value The Entrust Group myDirection Card can have?***

Currently, for security purposes to protect your account from loss, twenty-five thousand dollars (\$25,000) is the maximum value allowed on The Entrust Group myDirection Card. In certain circumstances, exceptions can be made. Please contact Entrust for any card limit exceptions.

#### ***6. Do the funds on the myDirection Card ever expire?***

No. The funds will remain on your The Entrust Group myDirection Card and are considered part of your account assets until they are used. Any The Entrust Group myDirection Card transactions not completed before midnight (PST) on December 31 of the respective year will be counted towards the following year.

#### ***7. Is there a limit on the number of times I can transfer funds to the myDirection Card?***

No. You can transfer funds to The Entrust Group myDirection Card as often as you would like, using The Entrust Group myDirection Visa® Prepaid Card [Maintenance Form](#). Please keep in mind that your request to add funds to The Entrust Group myDirection Card must be completed through Entrust.

#### ***8. Can I use The Entrust Group myDirection Card for a rollover or transfer?***

No. You cannot make rollover or transfer contributions directly to The Entrust Group myDirection Card. All monies must be deposited to Entrust for the benefit of your account, and then may be transferred to your card.

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#### ***9. What would constitute a Prohibited Transaction using The Entrust Group myDirection Card?***

Some types of transactions violate the basic intent of your account. Transactions that can be interpreted as providing immediate financial gain to the account holder or other disqualified parties are not allowed. The Entrust Group myDirection Card protects you from unknowingly conducting a prohibited transaction because all transactions are considered distributions, until or unless you provide information that the purchase was for the benefit of the account. If you have provided information that the purchase was for an asset or improvement of an existing asset within the account, and the purchase is actually for personal use, this could be considered a prohibited transaction. Entrust will rely on the information and documentation you provide within the specified time limits, as well as your guarantee that you have not committed a prohibited transaction.

### Using Your Card

#### ***1. Does The Entrust Group myDirection Card have daily limits?***

Yes. The Entrust Group myDirection Card has a daily ATM limit of \$1,000 per business day for domestic and international withdrawals. For point of sale purchases, the daily limit is \$10,000. Please see The Entrust Group [myDirection Visa® Prepaid Card Application](#) for all applicable limits. To fund a large transaction above the daily limit, please contact Entrust in advance.

#### ***2. What can I use The Entrust Group myDirection Card for?***

The Entrust Group myDirection Card can be used to purchase assets, goods, and services for the IRA, ESA, or HSA.

**Example:** Asset purchase - You can purchase tax liens at auction using your card.

**Example:** Purchase assets or services for your account - Your account owns real property. The property may need a repair. It is necessary to use the account's funds for the repair. The Entrust Group myDirection Card is a way to access the cash in the account to pay for the supplies and labor associated with the improvements or repairs to the property.

#### ***3. Can The Entrust Group myDirection Card be used for PIN based transactions at a point of purchase?***

No. The Entrust Group myDirection Card needs to be used as signature based (sign a receipt) for all transactions. You must use the "Credit" button at a point of sale. The "Debit" button will decline the transaction. Your PIN can only be used at ATMs.

#### ***4. Can I use The Entrust Group myDirection Card in another country?***

Yes. You can use The Entrust Group myDirection Card wherever Visa® debit cards are accepted. You can also use it at any ATM worldwide.

#### ***5. Are there fees associated with The Entrust Group myDirection Card?***

Yes. Please see The Entrust Group myDirection Visa® Prepaid Card Application for all applicable fees.

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#### ***6. Can I use The Entrust Group myDirection Card to spend more money than I have in my account?***

No. The Entrust Group myDirection Card does not have overdraft or credit privileges. The amount that you can spend using the card will be limited to the amount of money that you transfer from the undirected cash in your account to your card. This may not exceed the amount of available funds within your account. There is a fee for a declined transaction. Please see The Entrust Group myDirection Visa Prepaid Card application for all applicable fees.

### Maintaining Your Card

#### ***1. Can I view my balance and transaction history online?***

Yes. For balance and transaction information, please visit [TheEntrustGroup.com/myDirection](https://TheEntrustGroup.com/myDirection).

#### ***2. How are transactions with The Entrust Group myDirection Card reported?***

All transactions using The Entrust Group myDirection Card are considered a distribution until they are certified online verifying or validating the transaction was for the benefit of your Entrust account. You have 30 days to certify the transactions online. Please retain the transaction documentation for your records.

#### ***3. Can I use The Entrust Group myDirection Card to maintain assets that are not owned 100% by my Entrust account?***

Yes. However, the expense must be proportionate to the percentage of your Entrust account's ownership. Transactions will be recorded as being properly completed in this manner.

**Example:** Your Entrust Traditional IRA owns 50% of a property and you own the other 50% personally. A repair is needed and costs \$1,000. You should use The Entrust Group myDirection Card to pay for \$500 (50%), and personal funds to pay the remaining \$500.

**All transactions should be certified online accordingly. See question 4 below, for more information on certifying transactions.**

#### ***4. What do I need to provide to ensure my purchase is not counted as a distribution, if the purchase is intended to be for the benefit of the account?***

If your transaction is for the benefit of your Entrust account, you must certify the transactions online.

Follow the steps below to certify your transactions online:

1. Log in to the Client Portal at [TheEntrustGroup.com/myDirection](https://TheEntrustGroup.com/myDirection) to view your account(s).
2. Click on your Asset Card under myDirection Cards to view your transactions.
3. Click the "Certify" button to the right of the transaction that you want to certify.
4. Indicate whether the asset is existing or new by selecting "Yes" or "No."
5. For an existing asset, select the Asset Name and Expense Type from the drop down menus and type the dollar amount that applies to your Entrust IRA asset.
6. For a new asset, type the dollar amount that applies to your new Entrust asset. Remember to complete the necessary **Buy Direction Letter** and submit it to Entrust within 30 days of the transaction date.
7. Check the box to accept the Transaction Certification Policy and then click "Submit."



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If you do not certify your transaction within 30 days of the transaction date, or if you do not adequately reflect that the expenditure was for the benefit of your Entrust account, then Entrust will file reports with the IRS that show that the amount of the transaction was a distribution from your Entrust account. The amount distributed to you may be subject to taxes and/or penalties.

#### **5. How do I add funds to my card?**

To add funds to The Entrust Group myDirection card, you can request this on the Client Portal online in the Asset Card Transaction page or complete the The Entrust Group [myDirection Visa® Prepaid Card Maintenance Form](#). Requests to add funds to your The Entrust Group myDirection Card can only be executed on business days, during regular business hours. Please allow up to two business days from the date of request before the changes are reflected on The Entrust Group myDirection Card.

#### **6. Can I make deposits directly to The Entrust Group myDirection Card?**

No. You cannot make deposits directly to The Entrust Group myDirection Card. All monies must be transferred from your Entrust account to your card.

#### **7. Can I add personal funds to The Entrust Group myDirection Card?**

No. You cannot commingle personal funds with funds on The Entrust Group myDirection Card.

#### **8. Can the funds on The Entrust Group myDirection Card be transferred back to my Entrust account?**

Yes. Complete The Entrust Group [myDirection Visa® Prepaid Card Maintenance Form](#) to transfer funds from The Entrust Group myDirection Card to your Entrust account. Once Entrust has confirmed the balance of the transfer and the balance on your card, the transfer will be processed.

#### **9. Can I have more than one of my Entrust accounts linked to The Entrust Group myDirection Card?**

No. To ensure proper record keeping and reporting, you will need one card for each Entrust account.

#### **10. What should I do if my card is lost or stolen?**

To report a lost or stolen card, call **Citibank at 800-422-1992**, 24 hours a day, 7 days a week.

#### **11. What happens if I need to return an item I purchased with The Entrust Group myDirection Card?**

You can return the item to the merchant it was purchased from. The merchant processes a credit adjustment and a credit will be applied to The Entrust Group myDirection Card. Cash refunds should not be given to you for purchases made with the myDirection Card. Receiving cash back from the merchant would be considered a distribution from your account.

#### **12. Can I customize my PIN number for ATM transactions?**

Yes. Call the number listed on the sticker on the front your card to select your custom PIN. This PIN can only be used for ATMs.

*Asset Transaction Card FAQs***Maintaining Your Card*****13. What if I withdrew more money at the ATM than I intended?***

If you withdrew more money than you intended, you will need to send a personal check along with the Entrust Rollover Certification Form\* to deposit the funds into your Entrust account. Please visit our website at [TheEntrustGroup.com](https://www.TheEntrustGroup.com) for more information on rollovers.

***14. How are the transactions listed online?***

The transactions are automatically listed in date order, with the newest transaction appearing first (on top). You can sort the list by Transaction ID, Date, Amount, or Transaction Status to customize your list view. Please remember that transactions need to be certified within 30 days of the transaction date.

\*Rollover rules apply.