

FREQUENTLY ASKED QUESTIONS



1. How does the Edenred Dovolenska card work?

You do not need to enter your PIN when paying with your card. With a contactless card, you can pay contactlessly (by placing a card on the terminal) without entering a PIN code (up to €20 per contactless payment).

How do you know that your card is contactless?

a) There is a **16-digit card number** on the front.

b) **The card has a chip on the front.**

For an amount greater than €20, the card must be swiped at a payment terminal and a PIN code must be used, in order for the payment to be authorized.

c) **The card is marked with a contactless payment sign.**

d) **The Mastercard logo is on the back of the card.**

2. How long is the Edenred Dovolenska card valid?

The Edenred Dovolenska card expires on the date shown on its front page (valid thru). Before the expiry of the card, your employer, in cooperation with us, will ensure that it is automatically exchanged (Ticket Servis, s.r.o.). The funds on the Edenred Dovolenska card will be forfeited on the last day of the calendar year.

3. Where can I find out how much funds I have on my Edenred Dovolenska card?

You can check your balance at any time:

1) at <https://www.trkarta.sk/> under "AVAILABLE BALANCE,

2) immediately after logging into your online account in the section "MY ACCOUNT".

4. Why is it a good idea to create an internet account?

For example, thanks to your internet account, you can verify your PIN at any time, track the depositing of money from your employer, check your payments, block your card in case of loss or theft, or search for acceptance places for card payment.

5. How do I create an internet account?

On <https://www.mojedenred.sk/Views/LoginView.aspx>, click on "**User Access**" and then on "**Registration**", where you can create it by following the instructions. You will need the card serial number (10 digits on the back of the card) and the 6-digit activation code found at the bottom of the cover letter which you received with the card. If the activation code is lost, it is necessary to contact customer service by calling 02/5262 7777.

6. Where can I pay with the Edenred Dovolenska card?

Once activated, you can start using your card in our partner facilities, as well as start making mobile card payments.

A list of acceptance points can be found:

1) on www.edenred.sk/prevadzky,

2) in your internet account at www.mojedenred.sk.

The minimum value of one payment with the Edenred Dovolenska card or Edenred Dovolenska mobile payment is **€0.01**.

The maximum value of one contactless payment without a PIN is **€20**. For a contactless payment above €20, you must enter the PIN code.

The maximum value of payments with the Edenred Dovolenska or Edenred Dovolenska mobile payment **per day** is **€500**.

* For mobile card payments via SMS, you must first register your phone number via this website under "**PAYMENTS MOBILE-SMS**".

7. What is the minimum value of one purchase when paying with the Edenred Dovolenska card?

The minimum value of one payment with the Edenred Dovolenska card or Edenred Dovolenska mobile payment (SMS mobile payment) is €0.01.

8. What is the maximum value of purchases per day with the Edenred Dovolenska card?

The maximum value of payments with the Edenred Dovolenska or Edenred Dovolenska mobile payment (SMS mobile payment) per day is €500.

The maximum value of one contactless payment without a PIN is €20. For a contactless payment above €20, you must enter the PIN code.

9. Is it possible to also pay with cash when paying with the Edenred Dovolenska card?

The price difference can also be paid by cash. The combined payment must be reported to the merchant in advance. When paying with the Edenred Dovolenska card, it is not possible to pay the surcharge with the second Edenred Dovolenska card or other payment card.

10. Who can charge the Edenred Dovolenska card?

If you are an employee, only your employer can request the charge of your Edenred Dovolenska card. If you are, for example, a freelancer and you order the card yourself, you can also charge it yourself by sending an order.

11. Until when do I have to spend the money on the Edenred Dovolenska card?

On January 1, 2019, an amendment to Act no. 91/2010 Coll. on Promotion of Tourism entered into force and, at the same time, §152a is added to the Labor Code dealing with employee recreation allowance. Under this act, the employee is obliged to spend the holiday allowance from the employer by the end of the calendar year, in which the allowance was charged to the card.

The Edenred Dovolenska card cannot be used to withdraw cash from an ATM, nor can the available balance on the card be exchanged for cash.

12. Is it possible to check transaction history?

You can check your transaction history:

a) in the "MY ACCOUNT/MY TRANSACTIONS" section, the Edenred Dovolenska card must already be activated by the employer,

13. Why wasn't my payment with the Edenred Dovolenska card accepted?

Check if:

a) your Edenred Dovolenska card is active

The card is activated by the employer. Before using your card for the first time, check with your employer, if your card has already been activated.

b) the facility, in which you tried to pay with Edenred Dovolenska is an acceptance point

If the facility is labeled with the Edenred Dovolenska label, it is our acceptance point. If it does not have such a label, it is likely that it is not our partner. The list of our acceptance points can be found at www.edenred.sk/prevadzky, and in your internet account at www.mojedenred.sk.

c) you have sufficient funds on your card

You can check your balance at any time:

1) immediately after logging into your online account in the section "MY ACCOUNT"

d) your card payment amount was not higher than €500 or higher than your available balance. The minimum value of one payment with the Edenred Dovolenska card, or with the Edenred Dovolenska mobile payment is €0.01.

The maximum value of payments with the Edenred Dovolenska card, or with Edenred Dovolenska mobile payment is €500 per day. If you try to pay a higher amount, the payment will not be accepted.

e) you entered the correct PIN code.

14. How do I check my PIN code before using my card for the first time?

You can find the PIN code through this website under "MY ACCOUNT/SHOW PIN"* after registering your internet account and after activating the card by the employer.

15. What should I do, if I forgot my PIN code?

If you have an internet account, you can verify your forgotten PIN code at any time in the "[MY ACCOUNT/SHOW PIN](#)"* section.

If you have not yet created an internet account, create one under "MY ACCOUNT/REGISTRATION". You will need the card serial number (10 digits on the back of the card) and the 6-digit activation code found at the bottom of the cover letter, which you received with the card. If the activation code is not available, please contact our customer service at 0800/007 00 07.

If you do not have an internet account and you cannot create one, contact your employer to contact us (Ticket Servis, s.r.o.) regarding your forgotten PIN code. We will generate a recovery code for you, which will help you to check the PIN code by calling the info line at 02/5262 7777 and selecting the "FORGOTTEN PIN" option.

16. Can I change my PIN code?

If you want to change your PIN code, you can do so free of charge in any ATM in Slovakia (you need to know the existing PIN code).

17. What happens, if I enter an incorrect PIN code multiple times in a row?

If you enter an incorrect PIN code three times in a row, the card will be temporarily blocked. After 24 hours, it is automatically unlocked and can be used again.

If you have created your internet account, you can verify the forgotten PIN code at any time under "[MY ACCOUNT/SHOW PIN](#)"*.

If you do not have your internet account and have forgotten your PIN, contact your employer to contact us (Ticket Service, s.r.o.) regarding your forgotten PIN code. We will generate a refresh code for you, which can be accessed by calling the info line at 02/5262 7777 and selecting the "FORGOTTEN PIN" option.

By creating your internet account, you can verify your PIN code at any time, track deposits from your employer, check payments, block your card in case of loss, or search for acceptance points for card payment.

18. What should I do, if my Edenred Dovolenska card is refused?

If the facility has the Edenred Dovolenska card label, then it is our acceptance point. If it does not have such a label, it is likely not to be our partner.

If you are interested in that particular facility accepting the Edenred Holiday card or mobile card payment, ask the staff to make this payment option available, or write to us its name and address using the contact form or email at informacie-sk@edenred.com. We will contact the given facility and verify the possibilities of it becoming our acceptance point.

A list of acceptance points can be found:

- 1) on www.edenred.sk/prevadzky,
- 2) in your internet account at www.mojedenred.sk.

19. Can a merchant ask me to show a proof of identity and sign a confirmation in front of him/her?

Yes, the merchant may ask you to provide a proof of identity, before accepting the Edenred Dovolenska card. For security reasons you may also be asked to sign a confirmation to compare the signature pattern with the one on the back of the card. If you refuse to provide a proof of identity, sign the confirmation or if the signature on the confirmation is not identical with the signature pattern on your card, the merchant is entitled to withhold the Edenred Dovolenska card and then without delay hand it over to Ticket Service, s.r.o.

20. What should I do, if I lose my Edenred *Dovolenska card or it is stolen?

If you lose your Edenred Dovolenska card or it was stolen, or you think that it was used without your knowledge, it is necessary to block it.

If you have an internet account, you can block it under "MY ACCOUNT/BLOCK CARD". Please note that **this action is irreversible and you will have to have a new Edenred Dovolenska card issued to you**. Therefore, inform your employer about blocking the card without delay.

If you have not yet created an internet account or you can't remember your card number, ask your employer to contact us (Ticket Servis, s.r.o.) and ask for the card to be blocked and then for a new Edenred Dovolenska card to be issued.

21. How do I block my Edenred Dovolenska card?

If you have an internet account, you can block it under "MY ACCOUNT/BLOCK CARD"

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If you have not yet created an internet account or you can't remember your card number, ask your employer to contact us (Ticket Servis, s.r.o.) and ask for the card to be blocked and then for a new Edenred Dovolenska card to be issued.

22. How do I add another card to an existing internet account?

Did the original card expire and you got a new one? Or was the original card blocked and a second card issued?

If you have already created an internet account for your original card, your new card will be automatically assigned to it by our system, if it was issued by the same employer. The card is assigned after it is activated by the employer. If you have the card from a new employer, you need to create a new internet account. You'll need an email address that you haven't yet used in any of your Edenred Dovolenska internet accounts.

If you didn't have an internet account before, create a new one. To learn how to create an account, click on "How do I create an internet account?"