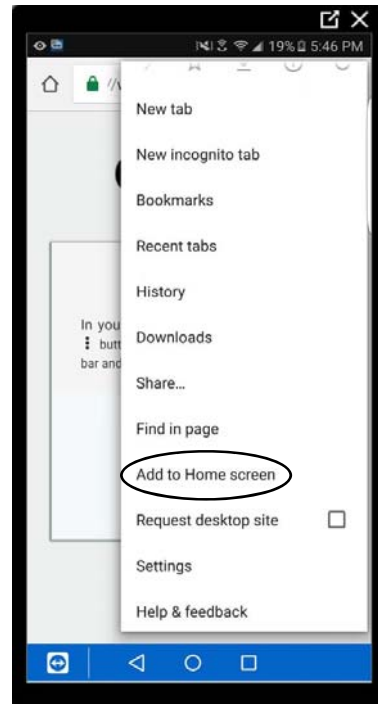




How to Download the CanPay App

- 1) Open your internet browser in your phone
- 2) Go to www.CanPayApp.com (make sure you include "www." at the beginning)
- 3) Follow the onscreen instructions to Add the CanPay App Icon to your Home Screen (Onscreen instructions are slightly different for iOS, Android, and Windows phones)



- 4) Return to your Home Screen and find the CanPay App Icon





How to Sign-up For CanPay

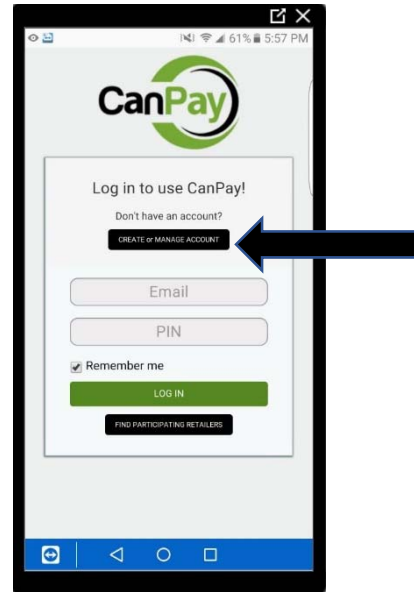
Before you begin, have the following items ready:

- Your checking account number and bank ACH routing number
- Your drivers license number

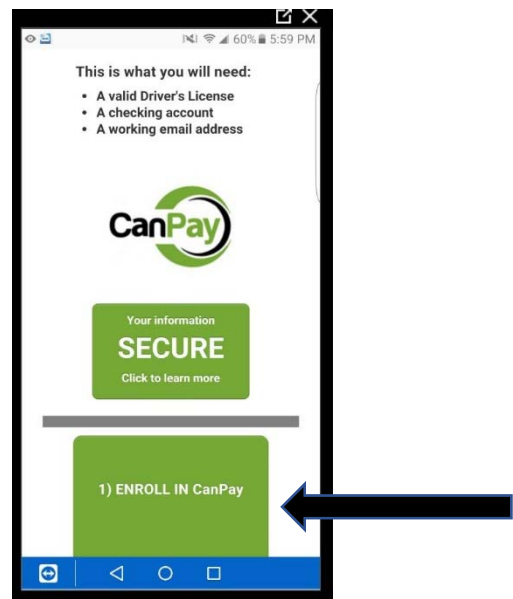
If signing-up through the **CanPay App** (skip to page 5 if you would prefer to sign-up via the CanPay website):

1) **Open the CanPay App by selecting the icon from your Home Screen** (see How to Download the CanPay App if you do not already have it on your phone)

2) **Select “CREATE or MANAGE ACCOUNT” from the login page**



3) **Scroll until you see “1) ENROLL IN CanPay” and select it to open a secure enrollment page**





4) Complete all information fields and then select “NEXT” button at bottom of the page

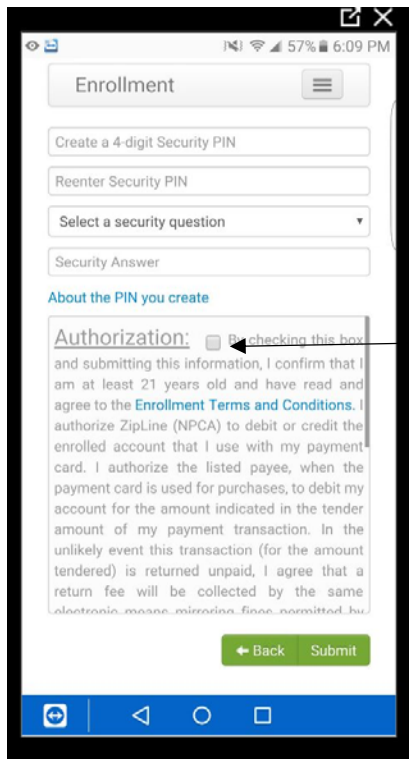
A screenshot of a mobile application form titled "Enrollment". The form contains the following fields: Middle Initial, Last Name, Street Address, Apt/Unit Number, City, State (dropdown), Zip Code, Phone Number (###-###-####), Mobile Phone Number (###-###-####), Email Address, Reenter Email Address, Driver License Number, State Issued (dropdown), Birthdate (MM/DD/YYYY), and Last 4 digits of your SSN or SIN. A green "Next" button with a right-pointing arrow is located at the bottom right of the form. A large black arrow points to the "Next" button from the right side of the screen.

5) Enter your bank account information and click “Next”

A screenshot of a mobile application form titled "Enrollment". At the top, it says "Enrollment" with a menu icon. Below that is a "YOUR NAME" section with a sample ID card image. The ID card shows "SAMPLE" and "1001". Below the ID card are three columns: "Routing #", "Account #", and "Check #". A "NOTE" states: "NOTE: Checks vary. These sets of numbers may not be in the same order on your check." Below this is a paragraph: "Use the image on the left to guide you in entering the bank routing number and checking account number information in the fields below it." Another paragraph in red text says: "Do not use a savings account or a prepaid debit checking account." Below that is a section titled "About your banking information" with three input fields: "Routing Number", "Account Number", and "Re-enter Account Number". At the bottom, there are "Back" and "Next" buttons. A large black arrow points to the "Next" button from the right side of the screen.



- 6) **Complete your Enrollment by creating a 4-digit PIN (used to login to your CanPay App and account) along with a security question and answer.**
 - a. **Make sure that you select the checkbox next to the word “Authorization”**
 - b. **Select “Submit” and you will be redirected to an account status message screen**



Make sure you check this

7) CanPay Account Status Message Screen

- a. **Upon submission, your information is run through an insta-verify process. If all of your data can be verified instantly, you will receive a message that indicates your account is active and ready to use. You can begin shopping with CanPay immediately.**
- b. **If your bank account information could not be verified for some reason, you will receive a message stating that a micro-deposit has been sent to your bank account and will arrive in 48 hours. You will also receive an email with further instructions on how to verify the deposit once it arrives in your checking account. You will not be able to use your CanPay account until that verification process has completed.**
- c. **If your personal information cannot be verified (i.e. your home address) you will receive a message screen indicating this and instructions on how to submit your drivers license, the first page of a utility bill, or the first page of a bank statement with your current information on it. Once you do, your account will be activated and you will receive email confirmation.**



If signing-up for CanPay through the CanPay Website:

- 1) Visit www.CanPayDebit.com from any computer
- 2) Select "Apply" in the upper right-hand corner

"Apply"



How Does CanPay Work?

Watch the video to learn more



- 3) Select "1) ENROLL IN CanPay"



Apply for your CanPay debit account!

Already signed up? Verify your checking account or Manage your CanPay debit account.

"1) ENROLL"

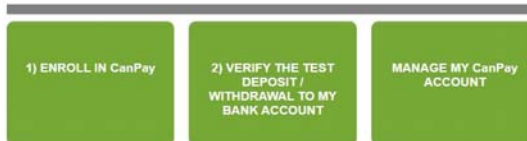
This is what you will need:

- A valid Driver's License
- A checking account
- A working email address



VERIFIED & SECURED
MONEY ACCOUNT

Your Information
SECURE
Click to learn more





4) Complete all Enrollment fields and select "Next"

Consumer Helpline
877-564-5174
Merchant Support
888-395-4992

CanPay

GET THE MOBILE APP
www.CanPayApp.com

Apply >
Verify Account >
Manage Account >

HOME ABOUT US CONSUMERS WHERE TO USE RETAILERS FINANCIAL INSTITUTIONS FAQs CONTACT

Apply for your CanPay debit account!

Already signed up? Verify your checking account or Manage your CanPay debit account.

Enrollment

VERIFIED & SECURED

First Name	Phone Number ###-###-####
Middle Initial	Mobile Phone Number ###-###-####
Last Name	Email Address
Street Address	Reenter Email Address
Apt/Unit Number	Driver License Number
City	State Issued
State	Birthdate MM/DD/YYYY
Zip Code	Last 4 digits of your SSN or SIN

Next →

5) Complete the bank account routing and account number information and select "Next"

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Apply for your CanPay debit account!

Already signed up? Verify your checking account or Manage your CanPay debit account.

Enrollment

VERIFIED & SECURED

YOUR NAME
1234 Street Name
Your Town, FL 33333

ROUTING #
234567890

ACCOUNT #
12345678901234

CHECK #
4567

NOTE: Checks vary. These sets of numbers may not be in the same order on your check.

Use the image on the left to guide you in entering the bank routing number and checking account number information in the fields below it.

Do not use a savings account or a prepaid debit checking account.

About your banking information

Routing Number Account Number Re-enter Account Number

← Back Next →



6) Create your 4-digit PIN and security question/answer. Make sure you check the Authorization box before you select “Submit.”

Consumer Helpline
877-564-5174
Merchant Support
888-395-4992



GET THE MOBILE APP
www.CanPayApp.com

Apply >
Verify Account >
Manage Account >
Twitter Facebook LinkedIn

Apply for your CanPay debit account!

Already signed up? Verify your checking account or Manage your CanPay debit account.

Enrollment

VERIFIED & SECURED
VERIFY SECURITY

Create a 4-digit Security PIN

Reenter Security PIN

Select a security question

Security Answer

[About the PIN you create](#)

Authorization: By checking this box and submitting this information, I confirm that I am at least 21 years old and have read and agree to the [Enrollment Terms and Conditions](#). I authorize ZipLine (NPCA) to debit or credit the enrolled account that I use with my payment card. I authorize the listed payee, when the payment card is used for purchases, to debit my account for the amount indicated in the tender amount of my payment transaction. In the unlikely event this transaction (for the amount tendered) is returned unpaid, I agree that a return fee will be collected by the same electronic means mirroring fines permitted by State laws.

NOTE: You may also incur separate fees from your Financial Institution (Bank) for returned transactions. Because of this, we

← Back Submit

Check this box

7) CanPay Account Status Message Screen

- a. Upon submission, your information is run through an insta-verify process. If all of your data can be verified instantly, you will receive a message that indicates your account is active and ready to use. You can begin shopping with CanPay immediately.
- b. If your bank account information could not be verified for some reason, you will receive a message stating that a micro-deposit has been sent to your bank account and will arrive in 48 hours. You will also receive an email with further instructions on how to verify the deposit once it arrives in your checking account. You will not be able to use your CanPay account until that verification process has completed.
- c. If your personal information cannot be verified (i.e. your home address) you will receive a message screen indicating this and instructions on how to submit your drivers license, the first page of a utility bill, or the first page of a bank statement with your current information on it. Once you do, your account will be activated and you will receive email confirmation.