

Meet Pluxee Lunch

What is the Pluxee Lunch Card?

- ✖ Pluxee Lunch is a prepaid Mastercard that allows payment for meals in catering and retail establishments such as bars, restaurants, cafes, confectioneries, grocery stores, discount stores, supermarket, vegetable stores that accept Mastercard payment cards. It is also accepted outside Poland, as well as for online payments.

Where can I pay with the Pluxee Lunch Card?

- ✖ The Pluxee Lunch card can be used to pay at catering establishments, as well as catering and retail establishments (we provide two card networks), at points where Mastercard is accepted.

How do I check if a card has been activated/charged?

- ✖ A Pluxee Lunch Card user can check the status of the card by logging into the user's account on pluxee.co.uk or through the Pluxee mobile app. To make sure the card is active or topped up, add it to the card wallet and then check its current status.

How do I check the amount available on the Pluxee Lunch Card?

- ✖ This is possible by logging into a user's account on pluxee.co.uk, through the Pluxee mobile app and at ATMs offering this type of service.

Will there be limits on the amount and number of transactions or additional limits on transactions?

- ✖ The daily transaction limit of the Pluxee Lunch Card is PLN 2,000, the monthly transaction limit is PLN 50,000.
- ✖ There is no limit on the number of transactions, nor a limit on the amount of a single contactless transaction.

- ✖ Transactions up to PLN 100 are usually completed without a PIN (in some cases, the terminal may ask you to confirm the transaction with a PIN), above this amount you always have to enter a PIN, but the transaction will still be completed contactless.

Is there a fee to check the balance?

- ✖ Checking the balance on uzytkownik.pluxee.pl and through the Pluxee mobile application is free.
- ✖ A fee of PLN 5 is charged for checking the balance at ATMs offering this type of service.

Can a Pluxee Lunch Card user withdraw cash from an ATM?

- ✖ Pluxee Lunch Card users cannot withdraw cash from ATMs.

Can I pay with the Pluxee Lunch Card by contactless if the terminal does not support contactless payments?

- ✖ Yes, the contactless Pluxee Lunch Card is a so-called hybrid card - that is, one with a contactless antenna, a chip and a magnetic stripe. Wherever there is no possibility to pay by contactless, you can pay by the "contact" method, i.e. by inserting the card into the reader, or by using the magnetic stripe (the form of payment depends on the type of terminal).

How do I check my transaction history?

- ✖ Transaction history can be checked on pluxee.co.uk and through the Pluxee mobile app. Transaction history shows only cleared transactions (no blocking).

What are the blockades?

- ✖ Blockade is the funds blocked on the card as a result of the operations carried out with it. The blockade lasts until the Bank settles the operation (as a rule, 2-3 business days after the transaction). Blockades are not visible in the transaction history.

Will the user of the Pluxee Lunch Card be able to change its PIN?

Yes, there is such a possibility. Changing the PIN code is possible:

- ✖ On DlaCiebie.sodexo.pl, in the Sodexo For You app
- ✖ and at the automated Customer Service Center - 24 hours a day, 7 days a week, without the need for a previous PIN code
- ✖ At ATMs offering this type of service (especially within the Euronet network). The fee for changing the PIN is PLN 4.

How to change the PIN?

PIN changes can be made at pluxee.co.uk (card user account) or in the Pluxee app:

- ✖ log in to Profile
- ✖ select the right Card
- ✖ select the option , "change PIN"
- ✖ assign a new PIN code.
- ✖ Automated Customer Service Center by calling 22 535 14 14

Are transactions abroad limited in any other way?

- ✖ There are no separate limits for transactions made abroad. Standard limits apply.

In what currency are Pluxee Lunch Card transactions settled abroad and how are they converted?

Operations in a currency other than Polish zloty carried out using Mastercard:

- ✖ Are converted by Mastercard to PLN at the rate in force at Mastercard for the currency in question on the day of the transaction
- ✖ A fee of 8.5% is charged for currency conversion of transactions.

Is it possible to pay with the Pluxee Lunch Card online?

- ✖ For security reasons, in order to make payments with the Pluxee Lunch card online, it must be registered on pluxee.co.uk or in the Pluxee app.

How to pay by card online?

For online payments, please specify:

- ✖ Card type (usually it is enough to specify the payment organization)
- ✖ Pluxee Lunch Card Number
- ✖ expiration date of the Card
- ✖ three-digit CVV2 code located on the reverse side of the Card
- ✖ Some transactions require confirmation with an SMS code sent to the phone number provided during registration on pluxee.pl or in the Pluxee mobile application.

Will payments for online transactions be subject to additional security monitoring?

- ✖ Transaction security is provided by the Mastercard payment organization.
- ✖ The security condition is that the User does not share the Card number, its expiration date and CVV2 code with third parties.

Is it possible to get a duplicate Pluxee Lunch Card?

- ✖ No, there is no such possibility. If necessary, a new Pluxee Lunch Card is issued.

What happens when goods purchased with the Pluxee Lunch Card are returned?

- ✖ In this case, the entire amount of the transaction previously made with the Pluxee Lunch Card is returned to the card account. After settlement, the returned amount is again available to the User.

If the available balance of the Pluxee Lunch Card is less than the amount the User wants to spend, can the difference be paid in cash/other debit or credit card?

- ✖ This depends on the individual regulations of the shopping/service point where purchases are made. As a rule, it is possible - but you need to warn the person accepting the payment (in this situation, the User should specify the amount to be paid with the Pluxee Lunch Card - only on this basis will be determined the amount to be paid in cash or other payment/credit card).

Can the user of the Pluxee Lunch Card recharge it himself?

- ✖ No, due to the recommendations of the Council of Bank Card Issuers, only the purchaser of the cards (Sodexo customer) should be the source of the card recharge. If it is indeed the purchaser who pays then we are sure that his details have been verified by the Bank that maintains the bank account.

Can a Pluxee Lunch Card user transfer the card to another person?

- ✖ No, according to the Regulations, only the person who received the card from the employer/business customer is authorized to use the card.

What is the difference between a disclaimer and blocking a card?

- ✖ Once the card is blocked, it can be unblocked on pluxee.co.uk or in the Pluxee app. Once the card is blocked, it can no longer be activated; a new card must be issued in its place.

What should I do if my Pluxee Lunch Card is stolen/lost?

- ✖ Immediately block or block the Card by calling 22 535 14 14, at pluxee.pl (cardholder account) or in the Pluxee app, the service is available 24/7.
- ✖ notify the Employer (Sodexo Customer) from whom he/she received the Pluxee Lunch Card only at the request of the Employer (Sodexo Customer) Sodexo will issue another Pluxee Lunch Card and reallocate the funds remaining on the stolen/lost Card.

What if the user loses or forgets the PIN to the Pluxee Lunch Card?

- ✖ Card users can assign a new PIN themselves by logging in to their account on pluxee.co.uk, in the Pluxee app or in the automated User Center without having to enter the old PIN.

How do I make a complaint?

- ✖ Complaints can be made by sending an email to kontakt@pluxeegroup.com.

How can I contact Sodexo?

- ✖ We are at your service from Monday to Friday from 8:30 a.m. to 5:00 p.m. at +48 22 535 14 14 and e-mail kontakt@pluxeegroup.com

Do you have any questions? Get in touch with us!

+48 22 535 14 14 (hotline open weekdays from 9:00 a.m. to 5:00 p.m.)

kontakt@pluxeegroup.com

pluxee.pl