



What is FreedomPay?

FreedomPay is the cashless way to pay at the UNC cafés. It is a speedy, convenient and secure alternative to paying with a credit card or cash. Simply open your FreedomPay account with cash, credit/debit card or bank account. Select the amount of money to put into your account, tap your FreedomPay tag on the reader at the register to pay and the purchase amount is then deducted from your account. It's that easy!

How do I sign up with FreedomPay?

Online:

- Visit www.myfreedompay.com

Over the phone:

- Call Member Services at (888) 495-0222 Monday through Friday 8 AM to 6 PM EST.

How do I add funds to my FreedomPay account?

There are numerous funding options available for replenishing your account:

- Via cash or credit/debit card at the funding kiosk
- Via credit/debit card or ACH (bank account) online; simply log on to your account at www.myfreedompay.com or call Member Services at (888) 495-0222.
- Via FreedomPay's convenient Automatic Funding Service (AFS). Automatic Funding will add funds to your account once your balance drops below a \$10 threshold via the credit/debit card or bank account of your choice.

What does it cost to use FreedomPay?

FreedomPay is FREE to join and FREE to use when funding with:

- Cash at the kiosk
- ACH (bank account) - Manual or automatic

FreedomPay's Platinum Service allows for unlimited funding via credit/debit card for just \$2.50 per month, manually or automatically. For questions regarding Platinum Service, please contact Member Services at (888) 495-0222 or via email at memberservices@freedompay.com.

What happens if my tag is lost, stolen or damaged?

You should immediately notify Member Services at (888) 495-0222. Your old tag will be deactivated. **You can contact the NFS main office at (984) 974-4750 and pick up a replacement tag for \$2, or we can mail a new tag to you for \$6.** Once you receive your new tag, you can transfer your balance online at www.myfreedompay.com. Log in to your account, select "Manage my Tag or Badge" and enter your new tag number, or call Member Services at (888) 495-0222.

What if I want to close my account? Can I get my remaining balance back?

You can close your account at any time. Contact Member Services at (888) 495-0222 for details on how to close your account and get your remaining balance returned, less a \$5 administrative refund fee. Your balance will be refunded back to the method you used to fund your account. You also have the option to spend your balance down to \$0 before closing the account.