

How do I contact customer services?

Please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 (Monday to Sunday 9am to 5pm).

Why do I need to share my ID documents to get a card account?

The Rangers F.C. Official Visa Debit Card is a regulated financial product, just like your bank account. Because of this we need to know who you are for regulatory and anti-money laundering purposes. All your data is kept completely secure and used only to verify who you are.

What fees are associated with my card?

You can find a breakdown of any fees linked to your card within our Consumer Cardholder Terms & Conditions or our Fees & Limits under the Profile section within your card app.

Are there any limits associated with my card?

Yes. There are limits on the value you can load on to your card, the transaction amount you can spend and the amount you can withdraw from an ATM. Please check the limits linked to your card within our Consumer Cardholder Terms & Conditions or our Fees & Limits under the Profile section within your card app.

Where can I use my card?

If you have a physical card, you can use your card in-store, on-line and at any ATM that accepts VISA. Please note you will be charged a fee for any action you perform at ATMs. This includes cash withdrawals, balance enquiries and changing your PIN. Alternatively, you can check your balance or change your physical card PIN in your card app free of charge. To see a full list of our ATM fees please refer to our Consumer Cardholder Terms & Conditions or our Fees & Limits under the Profile section within your card app.

Can I use my card abroad?

Your card can be used anywhere in the World, wherever you see the VISA sign. Please bear in mind, there are fees associated with using your card outside of the UK. You can see a full list of our fees in our Consumer Cardholder Terms & Conditions or our Fees & Limits under the Profile section within your card app.

How do I know what my balance is?

It's easy to view your card account balance. Go to the 'Home' screen on your card app and your balance will appear in the coloured box at the top of the screen. You can also check your balance at any ATM that accepts VISA, but you will be charged a fee to do this.

I have forgotten my account password. What do I do?

Go to the Sign-In home page of your card app. Select Forgot Password and enter your email address. You will receive an email with instructions to Reset your password.

How do I top up my card with funds?

You can top up your card account for free with any Debit Card. Simply login to your card app and from the Home page, select the Top Up button. Enter the amount you want to top up by and follow the on-screen instructions. Please note the minimum top up amount is £10. The Debit Card you use will be saved within your card app for future use. Alternatively, you can send a bank transfer from your own bank account to your card account. You can find the bank details of your card account within the Profile section of your card app under Bank Information.

Where can I find my sort code, account number, IBAN and BIC/SWIFT?

To view your account details via the card app, login to your account and go to the Top Up page. Put your finger on your phone screen where it shows your account balance and swipe left to see your account number, sort code, IBAN and BIC/SWIFT details.

How do I order a virtual card?

You must have funds in your card account to order a virtual card. Simply login to your card app and from the Home page, select the Order a Card button. Select Add Card and enter your account PIN. Select Add Card on the image of the Virtual Card. Your virtual card will appear and is already activated.

Where can I find my card details such as PAN number, expiry date and CVC number for online/ e-commerce transactions?

To view your card details, simply login to your card app. Go to the Card section, click on your Virtual Card, select Card Security, and select Show Card Data. For security purposes we will ask you to re-enter your app PIN code before we reveal any data. If you have a physical card, all your card details will be printed on your card.

How do I order a physical card?

You must have funds in your card account to order a physical card. Simply login to your card app and from the Home page, select the Order a Card button. Select Add Card and enter your account PIN. Select Add Card on the image of the Physical Card. There is a charge for this card which is displayed. Your physical card will be sent to the address your account is registered at.

How do I activate my physical card?

To activate your physical card please go to the Home page of your card app. Select 'Activate Card'. Enter the 9-digit token number printed on the back of your card. You will find it at the bottom right side of your card, next to the dove silhouette. If there is a problem with your card activation, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753.

My physical card has not arrived, what should I do?

Please be aware that once you order your card, it can take up to 7 working days to be delivered. If more than 7 working days have passed, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753.

I have forgotten my physical card PIN. What do I do?

Simply go to the Card section within your card app and click on your Physical Card. Select Card Security and Reveal PIN. Your physical card PIN will display.

I cannot find my card, what should I do?

Please go to the Card section in your card app and Freeze your card. This will instantly put a temporary freeze on it. If you find it again you can unfreeze your card without any additional cost. If however you think it is permanently lost or been stolen, please go to the Card section in your card app and Block your card. You will be able to order a new card but please be aware that there will be a charge to your account.

My card has been declined, what should I do?

Please initially check you have sufficient funds; you are using the correct PIN or that your card is not blocked. It is possible that a transaction outside of your normal spending habits has been flagged as a fraud concern. If this happens, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753.

I do not recognise a transaction on my account, what do I do?

If you think your card has been used fraudulently, go to the Card section of your card app, and Freeze your card immediately. Please then either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753.

Why isn't my refund showing on my card balance?

Please be aware that when a retailer makes a refund to your card, it can take up to 10 working days for the credit to be added to your card balance. If it has been more than 10 days, please either email us at support@therepx.com or call the Customer Services Team on +44 (0) 20 3769 3753 (Monday to Sunday 9am to 5pm).

How do I register a complaint?

If you have a complaint, please do contact us. You will find our customer complaint process on your card app. Please go to the Profile section and select customer support. You will find the link there. Alternatively, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 and they will explain the process.

I have moved address. What do I do?

It is not possible for you to amend your address in the card app. Please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 and they will explain the process. You will be asked to provide proof of your change of address.

I have forgotten my 6-digit account PIN. What do I do?

If this happens, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 and they will assist you.

How do I operate the 3D Secure?

Your card account automatically has 3D Secure. Please follow any instructions given.

How do you use my personal data?

You can read our Privacy Policy under the Profile section within your card app. Alternatively, you can email privacy@therepx.com for help.

How do I change the transactions limits on my card?

You can change your card transaction limits by going to the Card section of your app. Under settings you will be able to set the minimum and maximum. These cannot exceed the existing Limits within the Fees & Limits found in the Profile section of the App.

How do I close my account?

If you wish to close your account, please call the Customer Services Team on +44 (0) 20 3769 3753 (Monday to Sunday 9am to 5pm) who will go through the Card Cancellation process with you.

How do I change the 4-digit PIN for my physical card?

You can change your card PIN on your card app free of charge. Go to the Card section and click on the Physical Card, select Card Security and then Reset PIN. Follow the on-screen instructions. Alternatively, you can go to an ATM, select PIN Services, and then Change PIN. Please be aware that there is a fee to change your PIN number at the ATM, please refer to our Consumer Cardholder Terms & Conditions or our Fees & Limits under the Profile section within your card app.

I input the wrong PIN at the ATM too many times and now my card is blocked?

You can reset your PIN on your card app. Go to the Card section and click on the Physical Card, select Card Security and then Reset PIN. Follow the on-screen instructions. Once complete you should be able to use the ATM with your new PIN. If it fails, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753.

I've tried to activate my physical card, but it didn't work. What do I do?

If this happens, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 and they will assist you.

Why did I fail KYC?

If this happens, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 and they will assist you.

I've tried to pay by contactless using my physical card, but it didn't work?

The first time you use your physical card you must enter your card PIN number, after which you can use your physical card for contactless payments.

My physical card has arrived damaged, what should I do?

If this happens, please either email support@therepx.com or contact the Customer Services Team on +44 (0) 20 3769 3753 and they will assist you.

Can I transfer the funds out of my Account?

Unfortunately, this is not possible you will need to use the funds in your account using your virtual card or physical card.