Secured Futures
A SECURED ALLIANCE AFFILIATE

TO SUBMIT THIS FORM
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TRUE LINK TIPS & TRICKS

True Link offers various methods of support to cardholders, including an automated phone system, an online web portal, and text message alerts. All of these are accessible 24 hours a day, 7 days a week.

1. PHONE SUPPORT

Call 1-800-299-7646 and follow the prompts:

- **Press 1:** Check your current balance.
- **Press 3:** Find out if/when a transfer is scheduled for your card.
- **Press 6:** Get help if you are at a store/merchant and experiencing difficulties making a purchase.
- **Press 7:** Hear the reason for recent declines.
- **Press 8:** Hear your 10 most recent completed transactions.
- **Press 9:** Speak to a True Link Customer Service representative (available between 7 AM and 5 PM Pacific Time, Monday through Friday).

2. ONLINE ACCESS

Visit True Link Online Portal:

- Click the "Login" button in the top right corner.
- Then click the link that says "Cardholder log in."
- Provide the last 4 digits of your Social Security number, your date of birth, and the last 4 digits of your True Link Card number.
- You will then be able to see your balance, monthly statements, and recent transactions.

3. TEXT MESSAGE ALERTS

Note: Cardholders must call our Customer Support line to request text message alert setup. True Link representatives can be reached at 1-800-299-7646 between 7 AM and 5 PM Pacific Time, Monday - Friday.

- As long as True Link has your mobile number on file, it is very easy to check your balance from your phone (standard text message rates may apply).
- Text the word "balance" to 1-800-299-7646.
- If you receive an error message, please call the True Link Customer Support team at 1-800-299-7646 to make sure your number is on file.

Need Assistance?

If you have any questions, please contact us at 602-635-6674 or email@securedfutures.org.

PLEASE ALLOW 5-8 BUESINESS DAYS FOR PROCESSING. INCOMPLETE FORMS WILL BE RETURNED.
FORMS ARE AVAILABLE ON OUR WEBSITE IN THE RESOURCE LIBRARY.
SECUREDFUTURES.ORG