



True Link Protection Visa Prepaid Card **USER ACKNOWLEDGEMENT FORM**

The reloadable True Link Protection Visa Prepaid Card's online dashboard enables The Arc of Bristol County, Inc., Trustee and Bristol Wealth Group, Financial Trustee to make disbursements for certain approved purchases. It also allows beneficiaries and their representatives the freedom to purchase approved items and services that can help enhance their quality of life. Please read the rules below & sign this acknowledgement form.

Terms of True Link Protection Visa Prepaid Card Use

- You are agreeing to the \$12.00 monthly fee, which will be withdrawn from your trust account every month. The amount of the monthly fee is subject to change.
- If your card needs to be replaced, there is a \$5.00 replacement fee. The amount of the replacement fee is subject to change.
- It can only be used to purchase items or services deemed permissible by The Arc of Bristol County Trust Services Department (*please review the list of permissible items and services below*).
- It cannot be used to pay for items that are not in the best interest of the beneficiary or for anyone other than the beneficiary, as deemed by the Trust; this may result in certain restrictions that prevent the purchase of items or services on the permissible list.
- It cannot be used to access cash in any way.
 - No cash withdrawals at ATMs, in banks, or after a purchase
 - It cannot be resold or transferred for cash
 - It cannot be used to draw funds independently from the Trust account
- It cannot be used to pay for a service already paid for by another source.
- It cannot be used to purchase items considered in-kind support and maintenance by the Supplemental Security Income (SSI) program (i.e., food, beverages, housing or housing related expenses).
- The intent of the True Link Protection Visa Prepaid Card is that at all times, when it is in the beneficiary's possession, it cannot be used for food, beverages, housing or housing related expenses. If there is any attempt to evade these restrictions, your card will be deactivated and there could be severe negative consequences for your benefits.

- All purchases made using the True Link Protection Visa Prepaid Card must be made for the sole benefit of the beneficiary. It is not to be used to purchase things for others or to pay tips.

Receipts are required

- The beneficiary is responsible for obtaining & saving *all detailed* receipts from purchases made with the True Link Protection Visa Prepaid Card. The receipts must be legible (be sure to protect the receipts from damage) and include the date, have a description of the items purchased, price of each item, and all of the order total details.
- All receipts should be returned to The Arc of Bristol County Trust Services Department as soon as possible. They can be emailed, faxed or mailed in.
- Failure to send receipts in a timely manner will lead to a delay in your next disbursement or suspension of your True Link Protection Visa Prepaid Card. We will not process your next request until we have received the receipts from your last request.

Funding schedule

- The True Link Protection Visa Prepaid Card will be loaded with funds within 5-7 *business* days from the time we receive your request.

Permissible Items or Services (Please note that this is not an all-inclusive list. Also, restrictions may change per the discretion of The Arc of Bristol County Trust Services Dept.)

- Appliances (TV, DVD, stereo, microwave, stove, refrigerator, washer/dryer, maintenance)
- Clubs and club dues (music clubs, book clubs, health clubs, service clubs, zoos, museums)
- Computer hardware, software, programs, maintenance, internet service
- Conferences and travel
- Courses or classes (academic or recreational), including supplies
- Medical and dental work not covered by MassHealth
- Pre-paid funeral expenses
- Furniture
- Gasoline and/or maintenance for automobile
- Haircuts, salon services
- House cleaning/maid services, lawn services, snow removal
- Independent Care Managers/Case Manager

- Insurance (automobile, home (if not receiving SSI) and/or beneficiary possessions)
- Legal fees, advocacy, professional services
- Massages, facials, and other similar services
- Non-food grocery items (laundry soap, bleach, fabric softener, deodorant, dish soap, body soap, personal hygiene products, paper towels, napkins, tissues, toilet paper, and cleaning products)
- Over-the-counter medications
- Pet supplies, veterinary services
- Tickets to concerts, movies, sporting events
- Transportation (automobile, motorcycle, bicycle, public transportation)

Impermissible items or services (Please note that this is not an all-inclusive list. Also, restrictions may change per the discretion of The Arc of Bristol County Trust Services Dept.)

- Items considered in-kind support and maintenance by SSI (i.e., food, beverages and housing)
- Loan or Credit Card Payments
- Gift Cards, Gifts or Cards(birthday, holiday, etc.) for others
- Tips
- Alcohol, Cigarettes, Gambling
- Firearms (including parts), Weapons

The undersigned agrees to the rules of this Beneficiary True Link Card. If these rules are not followed or if the True Link Protection Visa Prepaid Card is misused in any way, privileges will be revoked.

Printed Name (Beneficiary, POA or Personal Representative)

Signature (Beneficiary, POA or Personal Representative)

Date

Please return this signed True Link Protection Visa Prepaid Card User Acknowledgement form to: The Arc of Bristol County, Trust Services, 16 Hillside Avenue, Attleboro, MA 02703