

Greenlight® Frequently Asked Questions

About Greenlight



About Greenlight

Greenlight is a financial education app and debit card for kids and teens that allows parents to instantly send money to their kids, set up chores and allowance, create savings goals and much more. Greenlight teaches kids how to spend responsibly, set goals and build financial confidence.

Greenlight is integrated within *myTrustmark*® so parents can register their family easily and securely. Parents will use their deposit account as the funding source for Greenlight and can add up to five kids, each with their own debit card. Once a parent registers for Greenlight, a Greenlight debit card will be shipped, and upon arrival, the parent will activate the card for use. Cards arrive within 7-10 business days. Parents can pay a one-time fee of \$24.99 to request expedited shipping for delivery within 2-3 days.

Key features for Parents

- Send money to a kid's card instantly.
- Set parental controls on spending categories.
- Turn a child's card on/off with one tap.
- Receive real-time notifications whenever a child makes a purchase.
- Assign chores and jobs to teach kids the value of hard work.
- Put allowance on autopilot and tie it to chore completion.
- Activate Savings Boosts like Round-Ups and Parent Paid Interest.
- Facilitate discussions about smart money habits with their kids.

Key features for Kids and Teens

- Use their own debit card (with parental controls in place).
- Swipe their card wherever Mastercard® is accepted.
- Set and achieve savings goals.
- Build their money knowledge with Greenlight's financial education game, Level Up™, which offers 120 courses, challenges and rewards.
- Receive payments from friends and family with Pay Link.
- Earn allowance or payments for completing chores.
- Set up Direct Deposit for an after-school job.
- Add their card to their virtual wallet (Apple Pay, Google Pay).
- Earn 2% rewards on savings.

Complimentary Greenlight Account

Eligible Trustmark customers* can receive a complimentary subscription to Greenlight, a savings of \$69 annually. Greenlight is integrated within *myTrustmark*® so parents can enroll their family easily and securely.

See the following pages for Enrollment and Card Activation instructions and other information.

Greenlight

Frequently Asked Questions

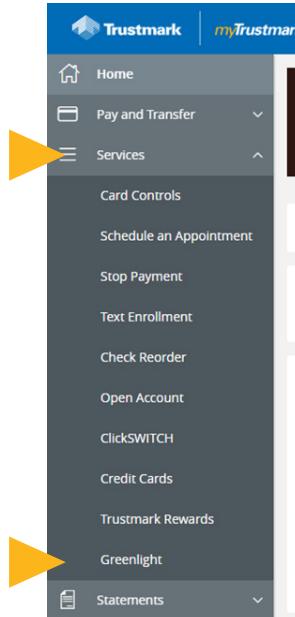
Enrollment and Card Activation



Enrolling in Greenlight

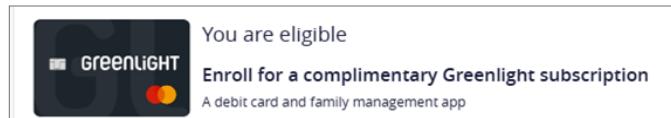
Log in to *myTrustmark*.

- Select **Services** and then **Greenlight**.



Begin Enrollment Process

- Select **Enroll for a complimentary Greenlight subscription**.



Greenlight overview

Review the Greenlight overview, then select **Continue**.

*Important Note: Existing Greenlight users should select **Connect to a Greenlight Account**.*

Learn to be smart about money, together

Financial tools for kids from Greenlight, now free for Trustmark checking customers. With a Greenlight debit card in their own name, your kids can start learning about spending, saving, giving and earning firsthand.

Greenlight at a glance

- Greenlight debit cards in your kids' names (up to 5)
- One Greenlight app, two separate experiences:
 - Card funding, flexible controls and real-time spending alerts for you
 - Account monitoring and money-management tools for kids
- Monitor your kids' spending with the Trustmark mobile app
- Acclaimed financial education for kids, right in the Greenlight app

Get started with these simple steps

- Enroll with Greenlight via the Trustmark app or online banking
- Set up your Greenlight account for up to 5 kids

Already a Greenlight user?

[Connect to a Greenlight account](#)



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Enrollment and Card Activation



Authorize Access to Information

Consent to sharing personal and account information with Greenlight for registration purposes by selecting **Authorize**.

Greenlight consent authorization

By setting up your account, you authorize Greenlight to have access to the below information, and understand that these steps should be completed by the Trustmark primary accountholder.

Any changes made to the below information during Greenlight registration will not reflect in your Trustmark account.

Personal Information

Phone
Email address
Legal name (First/Last)
Address (Street, City, ZIP)
Date of birth
Last four digits of your Social Security number (SSN)

Account Details

Type
Description
Balance

Choose an account to connect with Greenlight

Account

Umbrella Checking

Cancel

Authorize

Verify Phone Number

Enter your phone number to verify, then select **Submit**.



Welcome to Greenlight!

As a Trustmark customer, you get complimentary access to Greenlight's debit card and money app for kids.

First, let's verify the phone number you have on file.

Enter phone number

(xxx) xxx-xxxx

Submit

By clicking next, you are accepting Greenlight's [Terms of Service](#) & [Privacy Statement](#). Message and data rates may apply.

Enter One-Time Code

Enter code received by text message.

Enter one-time code

Please enter the code just sent to the phone number ending in 9494

Request new code (00:53)

Didn't get a text? [Receive a phone call instead](#)

Message and data rates may apply. Visit Greenlight's [Privacy Statement](#) & [SMS Terms](#) for details.

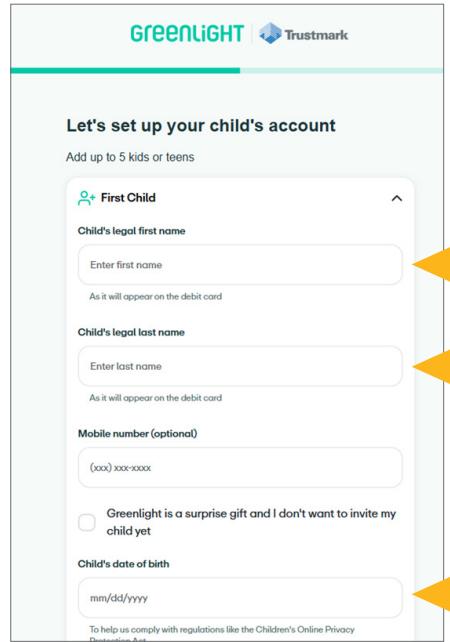
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Enrollment and Card Activation



Enter Child(ren) Information

Enter the legal first and last names and dates of birth for one to five children to set up each of their accounts, then select **Next**.



Let's set up your child's account
Add up to 5 kids or teens

First Child

Child's legal first name
 Enter first name
As it will appear on the debit card

Child's legal last name
 Enter last name
As it will appear on the debit card

Mobile number (optional)
 (000) 000-0000

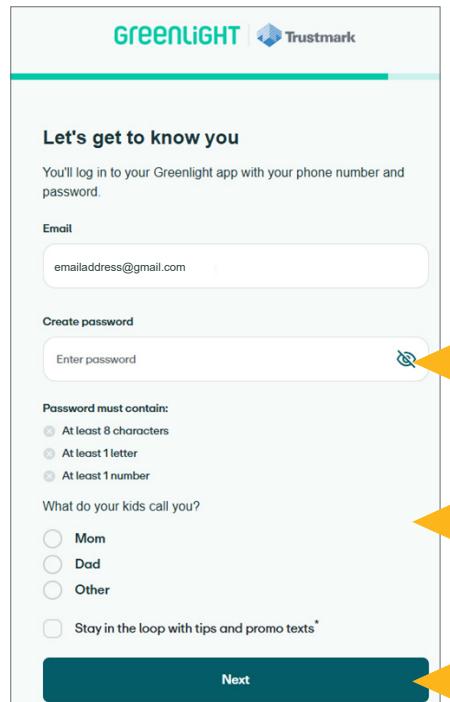
Greenlight is a surprise gift and I don't want to invite my child yet

Child's date of birth
 mm/dd/yyyy

To help us comply with regulations like the Children's Online Privacy Protection Act

Establish Parent Account

Create a password, select how kids refer to accountholder, then select **Next**.



Let's get to know you
You'll log in to your Greenlight app with your phone number and password.

Email
 emailaddress@gmail.com

Create password
 Enter password 

Password must contain:
 At least 8 characters
 At least 1 letter
 At least 1 number

What do your kids call you?
 Mom
 Dad
 Other

Stay in the loop with tips and promo texts*

Next

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Enter Parent Date of Birth

Enter your date of birth, then select **Next**.

The screenshot shows a step in the enrollment process titled "Enter your date of birth". It includes a "Birthday" input field with the placeholder "mm/dd/yyyy", a "Next" button, and a link "I want to enter my own information". A note at the bottom explains that by entering a date of birth and selecting "Next", the user acknowledges a partnership with a digital identity company to help pre-fill information through authenticated sources. The "Next" button and the "I want to enter my own information" link are highlighted with yellow arrows.

Confirm Information

Review personal information, check the disclaimer to accept agreement and then select **Confirm account info**.

The screenshot shows the "Confirm your information" step. It displays personal information (Name, Date of birth, Last 4 ssn) and a note about card delivery. An "Edit Information" button is available. A checkbox for accepting the Greenlight Cardholder Agreement, Pricing, and the CFSB Privacy Statement is present, with a yellow arrow pointing to it. A "Confirm account info" button is highlighted with a yellow arrow. A note at the bottom explains that by selecting "Confirm account info", the user acknowledges the truth and accuracy of the provided information. Another note at the bottom states that by providing personal information, the user is sharing it with Greenlight and its partners.

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Get Started using Greenlight

Download the Greenlight app to access additional features such as setting up Chores and Allowance.

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You're in! Next, download the Greenlight app

[Download the Greenlight app](#)

You can use your Trustmark app to send money to your kids and view balances.

Use the Greenlight app to:

- Set spending limits
- Manage chores
- Pay allowance
- And so much more!

Check your mailbox over the next 7-10 business days for your Greenlight card(s).

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Existing Greenlight Customers

If you are an existing Greenlight customer, you can switch to Trustmark's Greenlight program through *myTrustmark*:

- Log in to *myTrustmark* and select **Greenlight** from the navigation menu.
- Select **Connect to a Greenlight Account**. You will then be prompted to make updates to your account in order to enroll and qualify for Greenlight as offered through Trustmark.

Activating a Greenlight Card

Once you receive a Greenlight card for your child, the card will need to be activated. Follow the steps below to activate the card:

- Open the Greenlight app. From the Parent Dashboard, you should see a notification prompting you to activate your child's card.
- Tap on the notification and input the card's expiration date and security code.
- Next, navigate to the child's dashboard by clicking the square at the top of the Parent Dashboard.
- Select **Manage Card** and then **Set debit card PIN**. After you set the PIN, the card is activated and ready for use.

Sending Money to a Greenlight Card

You can send money to your child's Greenlight card or spending and savings buckets:

- Within *myTrustmark*, tap the child's name with their balance information.
- A new screen will launch. Select **Send Money** and then the amount, origin and destination of the funds. You have the option to add a note or picture. Then tap **Transfer**.

Checking Spending History

You can check your child's spending history through *myTrustmark*:

- From the *myTrustmark* home screen, tap your child's name with their balance information.
- Scroll to the bottom of the page to view the last three transactions made.
- Tap a transaction to view additional information in the Greenlight app.

You can also check your child's spending history through the Greenlight app:

- Navigate to your child's dashboard.
- Click on the **Spending** tile.
- Click on **History**.

Transfers

Money is 'moved' from the linked account (parents' account) to any one of a child's envelopes or buckets (such as Child's Spend Anywhere) and follows standard ACH timeliness (1-3 days). Greenlight is provided with account balance information for the linked account, which provides assurance that there are enough funds to cover any transfer made.

Greenlight ensures funds are available instantly to the child and takes on any risk to cover the funds until ACH transfers are officially settled. There are situations where funds may not be immediately available to the child. This typically occurs when the user reaches their daily or monthly load limits or when their linked account has a low balance.

Funds can also be transferred in the Greenlight app.

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Greenlight App

Parents and kids will both use the same Greenlight app but have two different experiences and individual login credentials. Parents can set up their child's login under the child's profile settings.

Parents can view certain Greenlight features directly in *myTrustmark*.

Mobile Wallet

A Greenlight card can be manually added to the mobile wallet on a child's phone.

Age Limit

There is no minimum or maximum age limit for Greenlight. The parent (primary accountholder) must be at least 18 years of age and a US resident.

International Usage

The Greenlight card can be used internationally in most countries. There are no international fees or foreign transaction fees. A list of countries where the card cannot be used is available from Greenlight.

Added Protection

Greenlight cards come with Mastercard's Zero Liability Protection.

Greenlight Support

You may contact Greenlight Support by:

- Text at 404.974.3024
- Call at 888.483.2645
- Email at support@greenlight.com
- [Support Ticket](#)

Resources

[Greenlight Cardholder Agreement](#)

[Greenlight Help Center](#)

Greenlight Disclaimer:

¹ Trustmark customers are eligible for the Greenlight SELECT plan at no cost when they connect their Trustmark account as the Greenlight funding source for the entirety of the promotion. Subject to minimum balance requirements and identity verification. Upgrades will result in additional fees. Upon termination of promotion, customers will be responsible for associated monthly fees. See terms for details. Offer ends 7/30/2027. Offer subject to change and partner participation.

Greenlight SELECT families can earn monthly rewards of 2% per annum on an average daily savings balance of up to \$5,000 per family. To qualify, the Primary Account must be in good standing and have a verified ACH funding account. See Greenlight Terms of Service for Details. Subject to change at any time.

The Greenlight card is issued by Community Federal Savings Bank, Member FDIC, pursuant to license by Mastercard International.

Trustmark Disclaimer:

² Greenlight is offered with the following Trustmark checking accounts: Plus Checking, Simple Checking and Tailored Checking. It is also offered with the following grandfathered account types: Umbrella, Prime of Life and Personal Interest Checking.