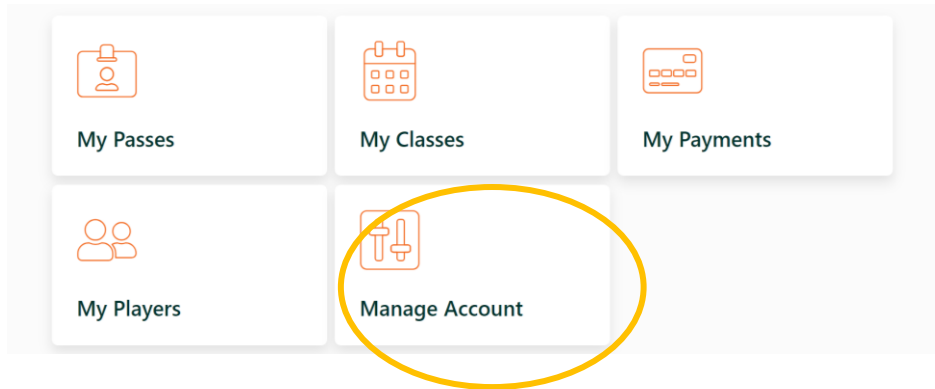


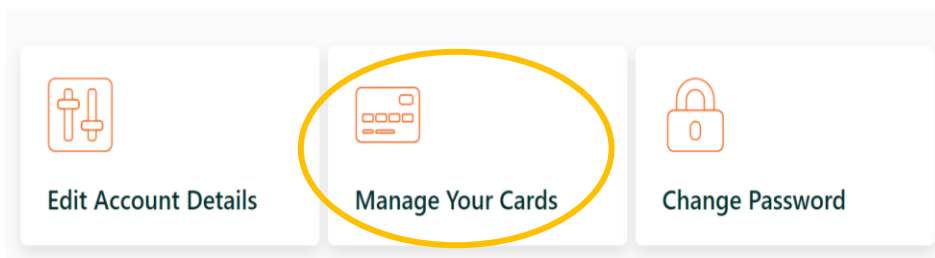
# Payment Cards

How do I add, change or delete a payment card?

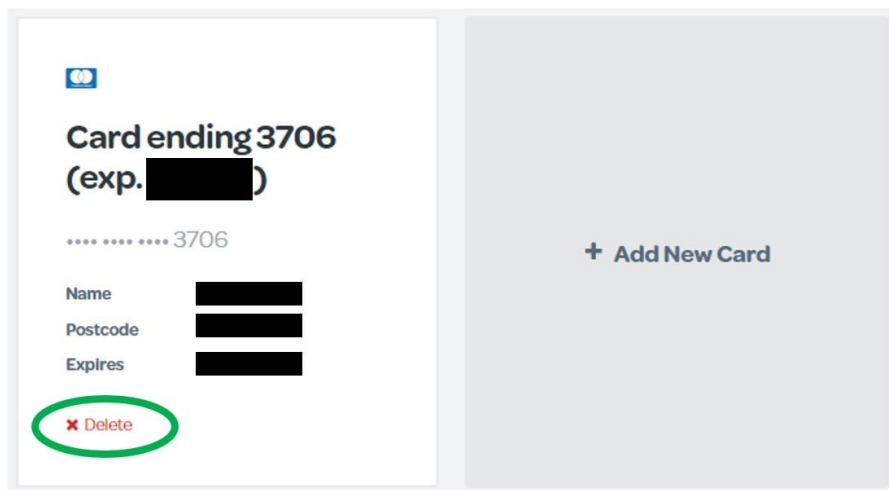
- **Log in** to your Hoop Haven account
- On the dashboard select **Manage Account**



- Select **Manage Your Cards**



- To delete a card, click **Delete**



**Please note:** If you have an active monthly plan, you cannot delete the card attached to this plan.

A new card will need to be added before the original card can be removed.

## Add a New Card

- Click **Add New Card**

### Add Card

NAME ON CARD

Please note: Unfortunately we are not able to accept payments via American Express

CARD NUMBER

EXPIRY MM / YY

CVC ⓘ

BILLING POSTCODE ⓘ

- Enter the **Name on Card**
- Enter the long **Card Number**
- Enter the card **Expiry Date**
- Enter the **CVC** number
- Enter the **Billing Postcode**

**Please Note:** This is the post code of the address that the card is registered to. If the card is rejected it may mean that it is different to your home address

**NOTE:** If you already have active monthly plans on your account, you will get an option asking whether you would like to set this new card as the payment source for **ALL** of these plans.

**Do you want to assign this card to ALL active monthly plans?**

- Select **Yes** or **No**
- Click **Add Card**

**Please Note:** Unfortunately we are not able to accept payments via American Express

## A Note on Card Storage

Your card is stored on your online account to make it easier for you to make payments. However, your full card details are **not** stored on our system. They are encrypted by our payment provider, Stripe, who then send back an encrypted token to our system. All we see is the last 4 digits which help us identify the correct card if you wish to pay over the phone.

## I don't want my card to be stored after I've paid (Deleting a Card)

If this is the case, once payment is made:

- Head back to the **Dashboard**
- Select **Manage Account**
- Select **Manage My Cards**
- Click **Delete**