# Download the app and gather these items before you enroll:

- Your Brightwell Card (cannot enroll without card)
- Your crew card
- Crew ID

- Your passport number
- Your birthdate
- Your home address
- Your bank details
  - Account number
  - Routing number or IFSC code - Bank address
- Your email address



# **Download the Brightwell Navigator** mobile app.



www.brightwell.com/crew

### **Step 1 - Enrollment**









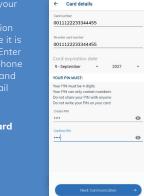






on-screen instructions





Tap Next:



Congrats! Your card and account are active!

Tap Next: Finish

Tap Next: Log in

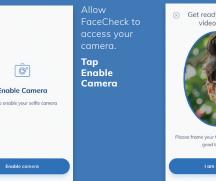
### **Step 2 - FaceCheck**



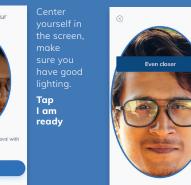






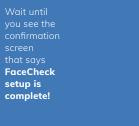








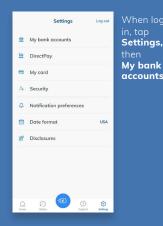




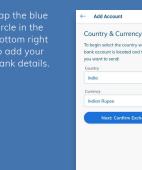




### Step 3 - Add a bank







our selected currency.

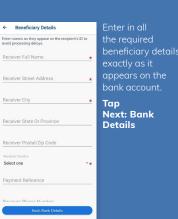
Tap Confirm Currency

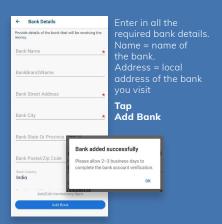
If you select a currency hat is different from the account added, the bank may charge additional ees to exchange the



currency exchange.

Confirm Currency Exchange







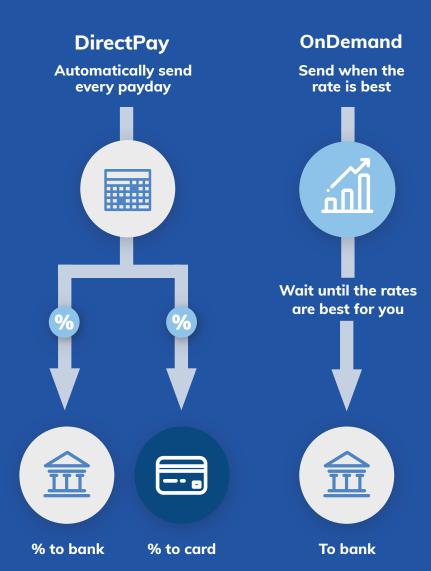
# Ways to send money with Brightwell Navigator

# Scan this code



to visit brightwell.com/crew to learn more about Brightwell Navigator.

# Send to a bank



# Send cash

### **Cash Pickup**

Send cash almost anywhere in the world with Transfast, MoneyGram, or Western Union





Ready for pickup in 24 hours or less!\*

\*All transactions are subject to verification: verification times vary and may

# Card-to-card

Send to crew



Money on your card



**--**-

Send money to a cardholder instantly\*

\*Can only send to crew of the same cruise company with the same card currency.

### **How to contact support**

### **Brightwell Navigator mobile app**

- Log into your account\*
- Tap the Support icon
- Select the category that best fits your problem
- A Brightwell team member will reply within 24 hours

### Phone

- Call to speak to a Brightwell team member
- Off the ship, call +1-404-855-2475 from anywhere in the world. You can call toll-free from the US by dialing +1-855-821-4694

### Website

- Go to www.brightwellnavigator.com
- Log into your account\*
- Tap **the menu bars** on the top right
- Tap **Support** from the menu
- Tap Message Us
- Select the category that best fits your problem
- A Brightwell team member will reply within 24 hours

# 5283 9800 0000 0000 5283 9800 0000 0000 6000 04/29 BRIGHTWELL CARDHOLDER 5283 9 debit

## Card safety and security

### Best practices for reducing fraud and theft

- Do not share your personal information with anyone.
- Review your account balance and activity statement frequently.
- Do not write down or share your PIN or password.
- Do not use PINs or passwords that are easy for others to guess.
- Beware of giving your personal information to anyone by phone, email or unsecure websites.
- If your card is lost or stolen, contact Customer Support immediately at www.brightwellnavigator.com or call +1 404-855-2475.

\*If you cannot login, support is still available from the main screen on the mobile app and website. If you submit a support ticket without logging in, support will contact you via email. The Brightwell Prepaid Mastercard is issued by Transact Payments Limited pursuant to a license from Mastercard International. Transact Payments Limited is authorized and regulated by the Gibraltar Financial Services Commission. Use your card everywhere Mastercard is accepted. Mastercard is a registered trademark and the circles design is a trademark of Mastercard International Incorporated.