

How to:

Send money to a debit card

Send money to a bank account using a debit card at any time



Why use Send to Debit card?

If you want to send money from your Brightwell Navigator account to a family member or friend in another country but do not know their bank account information, this transfer feature lets you send it straight to their bank account using their debit card details.

Tips before you begin:

- Be prepared with the recipient's debit card details, including the **cardholder's name, card number, and expiration date**.
- The recipient's card must be a **Visa or Mastercard** and cannot be a Brightwell card.
- Funds are securely deposited into the bank account linked to the debit card.
- Funds typically arrive within 30 minutes but may take up to 2 business days.*

*Timing varies based on the destination country and collection method and is subject to banking hours and regulatory compliance.

Log in to your Brightwell Navigator account. Tap **Send Money**, then tap **Send to Debit card**.

Select an existing recipient or tap **Add new recipient**. If new, enter the recipient's **Legal first name**, **Legal last name**, and **Country** of residence. Tap **Continue**.

Select the **Destination Country** for your transfer. Then, determine the amount you want to send to the recipient and tap **Continue**.

Enter their debit card information of the recipient you are sending money to, then tap **Continue**.

- Tap **Verify card** to confirm you entered the right card information.

Review your transfer details including fees and the exchange rate. Tap **Submit** to send the payment.

FAQs

- **What if I need to Cancel my Send to Debit transfer?** You can cancel a Send to Debit transfer if it has not yet been delivered to the recipient's account. If you need to cancel a transfer, contact customer support immediately by calling the number on the back of your card or in the support section of the mobile app or website.
- **Where can I see the full details of my transfer?** After you send money, the receipt and full details of your transaction can be reviewed by tapping on the transaction in your Navigator account home screen.

Visit Brightwell.com/crew for more helpful videos, tips and information.

The screenshots on this poster serve as a representation of the experience you are most likely to have. Your actual experience may vary. Brightwell Visa® Prepaid Cards are issued by The Bancorp Bank, N.A., pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank, N.A., Member FDIC. Brightwell Cards can be used everywhere Visa debit cards are accepted.