

Pluxee FAQ

1. The activation or registration link no longer works?

Please note that the activation or registration link is only active for a few days. Please contact customer service via our contact form [My solution Portal](#). We will be happy to help you.

2. How do I activate my Benefits Card?

The benefits prepaid card is activated by S&P Global.

3. Can I check the balance of my Pluxee Benefits Card at the checkout?

A credit check on the card on site at the retailer is not possible for security reasons. You can check your credit balance at any time in the "Pluxee" app or by calling the automated service hotline. You can find the hotline number on the back of your card or in your personal dashboard on <https://consumers.pluxee.de/>. You can download the "Pluxee" app free of charge for iOS and Android from the respective app store.

4. How does the Pluxee Benefits Card registration work?

With your reference number and registration code (see the welcome letter attached to your Pluxee card), you can register your Benefits Card at any time via our card portal under <https://consumers.pluxee.de/>. To do this, follow the instructions.

If you have any questions about the registration process, please contact Pluxee customer service on [069 73 996 2222](tel:069739962222) from Monday - Friday from 09 - 17:00.

5. What do I do if my Pluxee card is lost, stolen, or damaged?

We recommend that you block the card immediately. This can be done at any time in the app, in the web portal under <https://consumers.pluxee.de/> or by telephone via the automated service hotline 069 73 996 2222. There is no loss of credit. Only S&P Global can order a replacement card via the corporate customer portal, as this is associated with the costs of procuring a new prepaid card.

6. How do I pay with my Pluxee Benefits Card?

As with other card payment systems, you pay with the Pluxee Benefits Card in combination with a personal 4-digit PIN. You will receive your PIN separately from your welcome letter. Please remember your PIN and keep it separate from your card. The PIN is requested for the first time at a retailer and occasionally for security.

7. Where can I see the PIN of my Pluxee card?

To be able to pay at the checkout, you will have to enter your card PIN from time and time. To do this, click on the gear wheel in the top left corner under WALLET in the **Pluxee app**. Here you can "Show card PIN".

8. What should I do if I forget my Pluxee PIN?

Currently, you still must uninstall your Pluxee app, download it again from your App Store and log in again with the known data (email address and password). You can then assign a new wallet PIN.

9. What should I do if my Pluxee Benefits Card doesn't work or is declined?

Check your balance in the Pluxee app, via the Sodexo hotline [069 73 996 222](tel:06973996222) or <https://consumers.pluxee.de/> whether the purchase value exceeds the available card balance. Also check the expiry date (printed on the front of the card) and find out if the merchant accepts the Pluxee Benefits Card and VISA as a means of payment.

10. I entered the PIN incorrectly. What can I do?

Your card will be blocked for security reasons due to too many incorrect PIN entries. Please contact us [here](#) and answer one of the 3 security questions if you still know the pin code of the card or can request it via the app. A card can thus be unlocked.

1. Merchant or amount of last successful transaction
2. Linked email address
3. Registration

In the Pluxee app, you also have the option of unlocking your "card PIN". To do this, click on the gear wheel in the top left corner under WALLET in the Pluxee app. If you no longer know the PIN code, a PIN code order can only be made through your employer.

11. How do I view My card details?

To do this, click on the gear in the top right corner under "Wallet" in the Pluxee app. Here you can call up all the details via "Show my cards PAN". (Credit card number, CVV, expiration date)

For more FAQ please check the Pluxee website:

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