



ALABAMA FAMILY TRUST

Administering Special Needs Trusts

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There are four ways to check the balance of your True Link Card

Checking your balance, using any of the following ways, is free to cardholders.

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1. Phone – Automated system:

- You can check your balance using True Link's automated system, 24 hours a day, 7 days a week.
- Simply call 1---800---299---7646 and press "1" to check your balance.

2. Online:

- Visit www.truelinkfinancial.com and click the "Login" button in the top right corner.
- Then click the "Sign in as cardholder" link.
- When prompted, provide the last 4 digits of your Social Security number, your date of birth, and the last 4 digits of your True Link Card number.
- You will then be able to see your balance, monthly statements, and recent transactions.

3. Text message:

- As long as True Link has your mobile number on file, it is very easy to check your balance from your phone (standard text message rates may apply).
- Simply send the word "balance" to 1-800-299-7646.
- If you receive an error message, please call our Customer Support team at 1-800-299-7646.

4. Phone – Customer Support team:

- If any of the above options are not working for you, or if you just prefer to speak with a representative, you can call True Link's Customer Support team to check your balance.
- True Link's Customer Support team is available from 7 am – 6 pm (PST). Outside of those hours, please feel free to leave True Link a message, and someone will get back to you as soon as possible – even on weekends.
- Simply dial 1-800-299-7646 and press "3" to be connected to a representative.