Get started with Brightwell Navigator

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Download the app and gather these items before you enroll:



Your passport number

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



Personal data
 Confirm that your personal in
 An accurate mailing address







Download the Brightwell Navigator mobile app.

Your Money. **Your Choices.**

DirectPay - Automatically send money to a bank account every payday

OnDemand Transfer - Manually send money to a bank account

Cash Pickup - You can send cash for pickup in minutes¹ to numerous countries via the Brightwell Navigator mobile app

Card-to-Card transfer - Send money to your loved one or another crew member

Scan this code



Watch our how-to videos and learn all the ways to send money with Brightwell.

*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. 1 All transactions are subject to verification: verification times vary and may delay delivery of your funds to the receiver. The Brightwell Visa® Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. and may be used everywhere Visa debit cards are accepted. The Bancorp Bank; Member FDIC. 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.

SEND TO A BANK*

DirectPay OnDemand Send when the rate Send every payday is best ----Pay stays on your card 'nN Wait until the rates are best for you -- -III III 5-7 3-7 **Pay arrives** business business instantly to days days card

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

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

SEND CASH

Send cash ready for pickup in 24 hours*



Check rates in the app



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



Ready for pickup in 24 hours or less!

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

CARD-TO-CARD

Send to crew Send to **Companion Card** Money on Money on your card your card -- . -- . Send money to Send money to **Companion Card** a cardholder instantly instantly

Card safety and security



Best practices for reducing fraud and theft

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