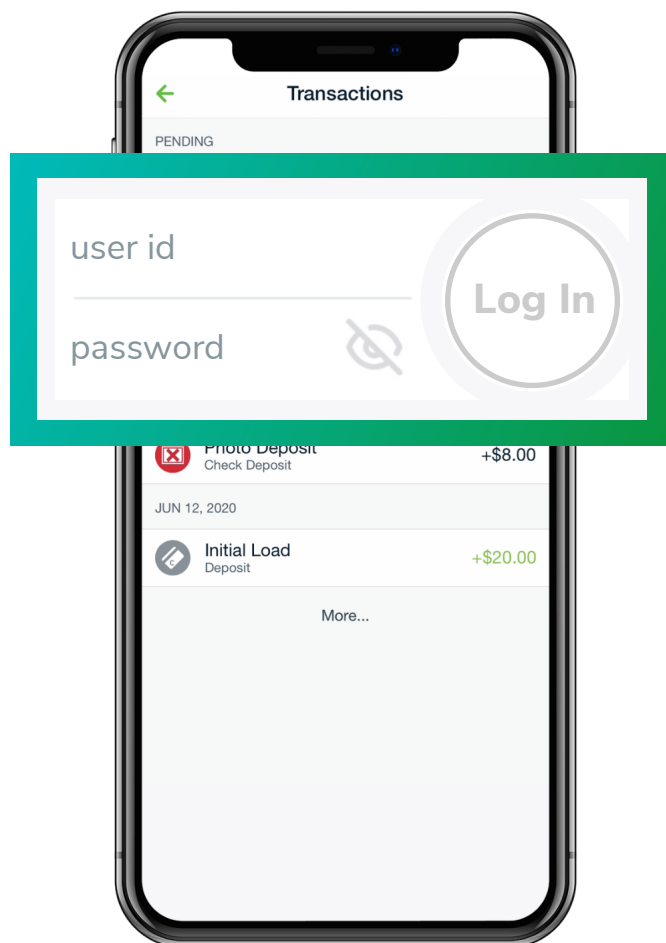


# Pending/declined transactions

## 4 EASY STEPS!

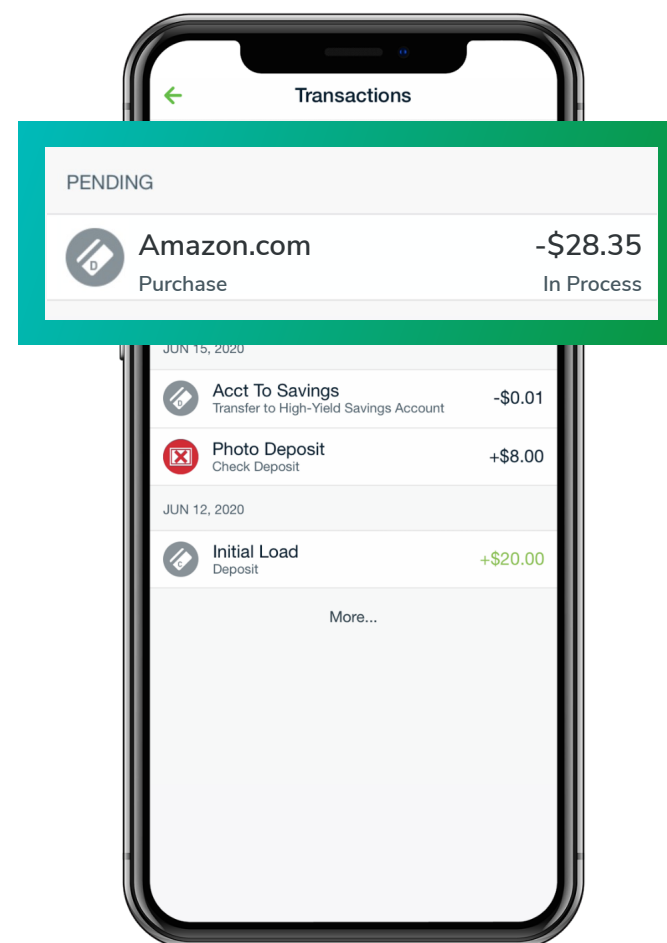
1

Log into the Green Dot app. Go to **Transactions** to view history.



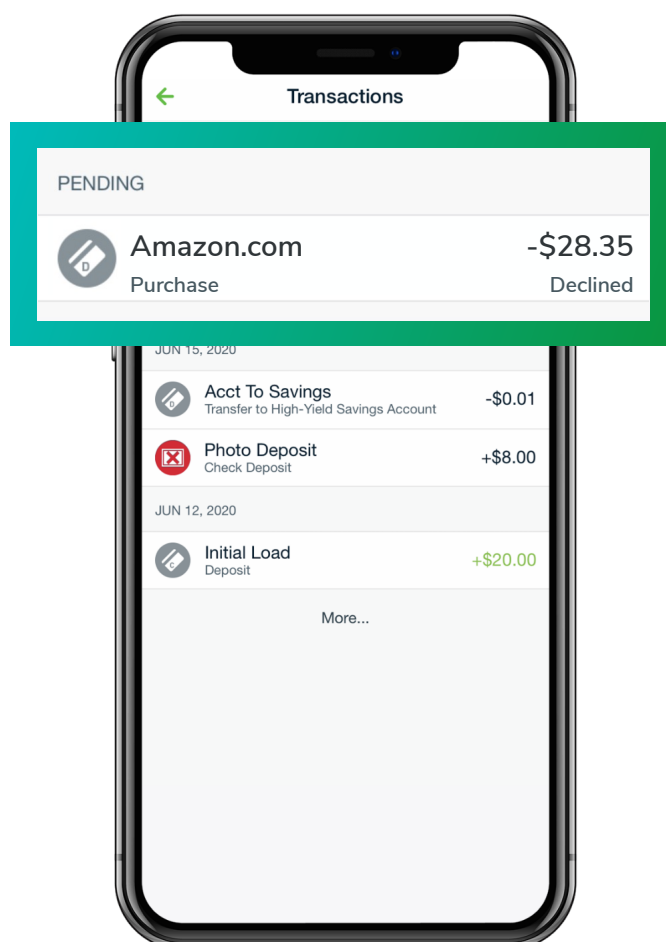
2

Transactions may show **In Process** until merchant is paid (may be several hours).



3

If a transaction is declined it may be due to insufficient funds, mismatched address, or unusual activity.



4

Prevent declined transactions by adding money when your balance is low and confirm your address on file. Go to **Settings, Personal Information, Address**.

