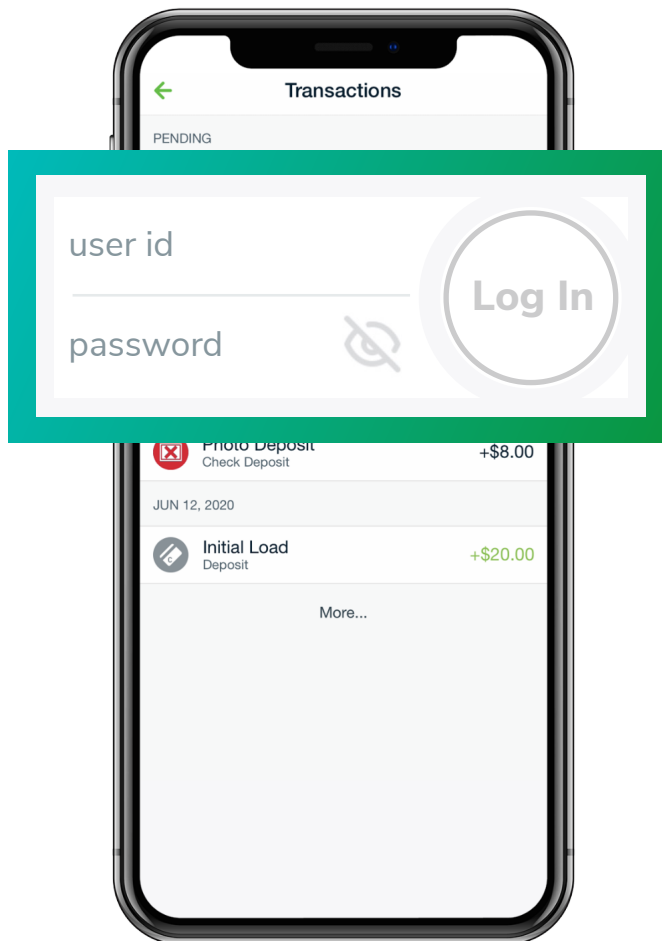


# Help with declined or pending transactions

## 3 EASY STEPS!

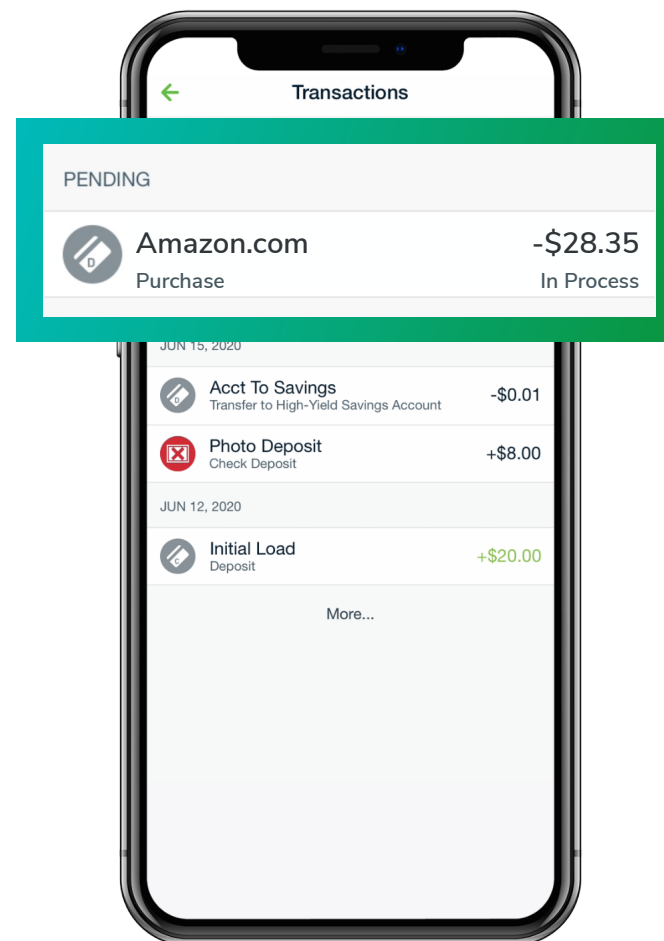
1

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



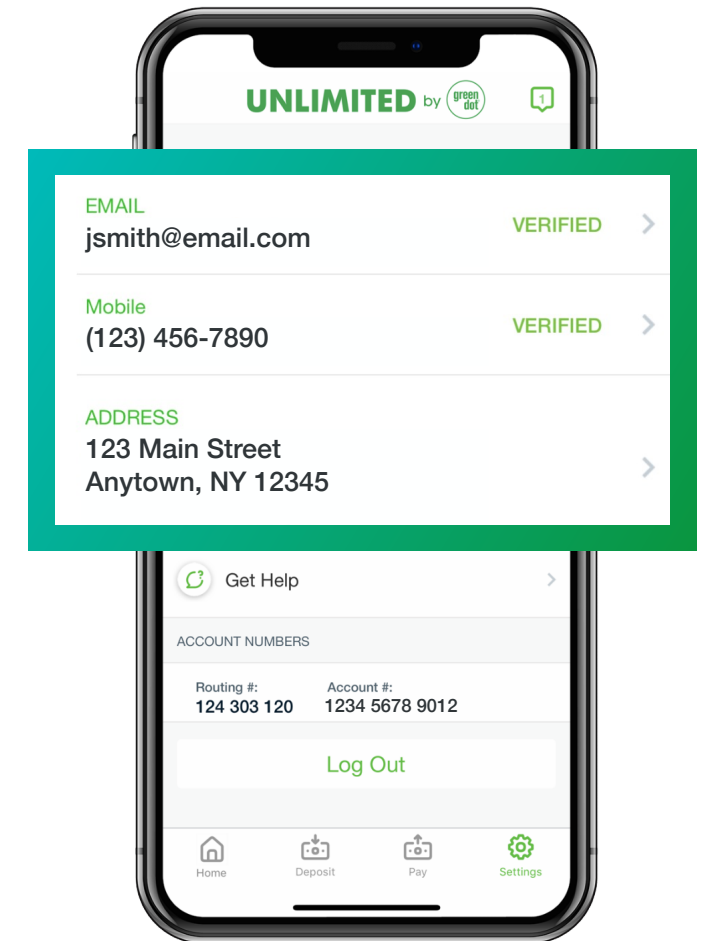
2

Funds are set aside for transactions in process until the merchant is paid.



3

Need to update your address? Go to **Settings, Personal Info, Address** to make updates.



A transaction may be declined for several reasons—insufficient funds, mismatched address or unusual spending activity.