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Boyd Pay Customer Support: <https://playplusgo.com/contact/>

Boyd Pay Terms & Conditions: <https://playplusgo.com/terms/>

Note The language a Gaming Operator uses on their website or mobile app may vary (example: "Cashier" may be labeled "Wallet"). The steps outlined below may also vary slightly depending on the version of the website or mobile app you are using. The availability of the various methods to fund your Boyd Pay account is dependent upon the Gaming Operator and/or the applicable laws in the jurisdiction you are located in.

Discover®, the Discover Acceptance Mark, PULSE® and the PULSE Logo are service marks used by GBank Member FDIC, under license from Discover Financial Services. Play+ Cards are issued by GBank, Member FDIC. Sightline Payments is a financial technology company, and not a bank. Funds held in your Play+ Cards are eligible for FDIC pass-through insurance up to the standard maximum deposit insurance amount of \$250,000 per ownership category if GBank fails. [Certain conditions must be met for pass through insurance to apply.](#)



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How do I sign up for a Boyd Pay account?

Sign up for your Boyd Pay account by opening the Boyd Rewards mobile app. Select Boyd Pay Wallet and select Register Now. Read, and if you agree to the Terms & Conditions, select Accept Terms & Begin Enrollment. You may need to input your Social Security Number to complete the enrollment information. Verify your personal information is correct on the form and click Complete Enrollment. Visit the Boyd Rewards Players Club to update your address or phone number. Upon successful enrollment, you will have the opportunity to add funds to the account immediately using a Bank Card, Bank Account, or PayPal.

How does my Boyd Pay account work?

Since Boyd Pay is not a credit card, there is no waiting for credit approval, no credit check, and no credit limits to worry about. Additional features and limitations of this account can be found in the Boyd Pay Terms & Conditions.

How do I update my profile information (address, phone number, etc)?

To update your profile information, contact Customer Support. You may be required to provide documentation to verify your request.

How do I check my Boyd Pay account balance?

You can check your Boyd Pay account balance for free online by logging into the Cardholder Portal. You may opt to receive free balance alerts via email or SMS text by adjusting your settings in the Card Services section of the Cardholder Portal. You can also call Customer Support and use the automated phone system.

How can I view my Boyd Pay transaction history?

You can review posted transactions online by logging into the Cardholder Portal. Please keep in mind that your account may have pending authorizations that will be posted as soon as the merchant settles the transaction. You may also request monthly account statements to be made available for download and/or delivered to you by mail.

- Hover over the My Cards tab on the left side of the screen
 - Select Card Activity to view your transaction history
 - Select Account Statement to request statements and/or download a monthly statement

What if I don't agree with my available balance?

If you believe that there is an issue with your balance, please contact Customer Support.

What are the monthly fees for my Boyd Pay account?

To learn more about the fee structures, view the Terms & Conditions.

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Funding Your Boyd Pay Account

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How do I fund my Boyd Pay account with a Bank Card?

Fund your account by logging into the Boyd Rewards mobile app and select the Boyd Pay Wallet.

- Click Add Money
- Enter the amount you wish to fund your account and click Bank Card
- Select New Card or Saved Card
- Enter your card information in the required fields
- Check the bubble to accept the Terms & Conditions
- Verify your funding amount is correct and click Proceed

Note You may opt to save the card details for faster funding on future requests. You may be prompted to transfer the funds directly into your Gaming account. If not, please reference the Using Your Boyd Pay Account section of this document.

What do I do if my Bank Card was declined when attempting to load funds to my Boyd Pay account?

It is possible that the information that was supplied during the Boyd Pay enrollment does not match the information on file at your Financial Institution. The Bank Card you are attempting to fund with must have the same address on file as the Boyd Pay account. Please contact your Financial Institution to confirm the information that is associated with your Bank Card. If you need additional information or help, please contact Customer Support with your inquiries.

How do I fund my Boyd Pay account using my personal bank account?

Fund your account by logging into the Boyd Rewards mobile app and select the Boyd Pay Wallet.

- Click Add Money
- Enter the amount you wish to fund your account and click Pay By Bank via Aeropay
- Complete bank account registration – OR – Select a previously registered account and follow the prompts
- Review the requested amount, agree to the Terms & Conditions, and select Proceed

How do I fund my Boyd Pay account with PayPal?

Fund your account by logging into the Boyd Rewards mobile app and select the Boyd Pay Wallet.

- Click Add Money
- Enter the amount you wish to fund your account and click PayPal
- Follow the prompts for PayPal Checkout
- Review the requested amount, agree to the Terms & Conditions, and select Proceed

Note Your PayPal account must have a bank account registered as a funding source.

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Can I schedule a transfer frequency from my Bank Card to my Boyd Pay account?

You may opt to save a Bank Card as a funding source upon a successful funding transaction. However, due to the requirements of the payment processors, it will be necessary to select the Bank Card and input an amount to be funded for each funding transaction.

How do I transfer funds?

From Boyd Pay account to Gaming account:

- Log into the Boyd Rewards mobile app and select the Boyd Pay Wallet
- Select Transfer to Casino Wallet
- Enter the dollar amount to transfer (any value below or up to the balance on the Boyd Pay account may be transferred to the Casino Wallet) and click Continue
- Click Confirm and enter your Player PIN

From Gaming account to Boyd Pay account:

- Log into the Boyd Rewards mobile app and select the Boyd Pay Wallet
- Select Transfer to Boyd Pay Wallet
- Enter the dollar amount to transfer (any value below or up to the maximum account balance may be transferred to your Boyd Pay account) and click Continue
- Click Confirm and enter your Player PIN

How do I transfer funds from my Boyd Pay account to my Bank?

Bank Account Registration:

- Log into the Cardholder Portal
- Hover over the Transfer Funds tab on the left side of the screen
- Select Manage Bank Accounts
- Click Add Bank Account
- Follow the prompts to enter your banking information

Bank Account Verification:

Within 2-7 business days after you have submitted your banking information for registration, you will receive two (2) micro deposits in your personal bank account. Once received, log into the Cardholder Portal to verify your account.

- Hover over the Transfer Funds tab on the left side of the screen
- Select Manage Bank Accounts
- Select Verify next to the appropriate account
- Enter the dollar amounts of the micro deposits in the same order they were received in your personal bank account
- Click Verify Account

Boyd Pay to Bank Transfer:

- Log into the Cardholder Portal
- Hover over the Transfer Funds tab on the left side of the screen
- Select Boyd Pay Account to Bank Transfer
- Select the Boyd Pay account with a positive balance from the drop-down
- Select a verified bank account from the drop-down (the verified banking information will auto-populate)
- Enter the amount you wish to transfer in the appropriate field
- Select the appropriate transfer frequency from the drop-down
- Click Continue

Note The transfer amount entered along with any fees associated with the transfer will be automatically deducted from your available Boyd Pay balance. Transfers may take up to seven (7) business days to appear in your bank account. To learn more about the fee structures, view the Terms & Conditions.

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Cardholder Portal

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What is the Cardholder Portal?

The Cardholder Portal is a website used to view and manage your Boyd Pay account. View the Terms & Conditions to retrieve the website URL.

How do I create a User ID and Password for my Boyd Pay account?

- Visit the Cardholder Portal
- Click Activate/Register
- Enter your 16-digit card number
- Follow the prompts to complete account registration

Note The User ID and Password are case-sensitive. Passwords must include at least twelve (12) characters including at least one (1) of each of the following: capital letter, lowercase letter, number, special character (example: \$%&!).

How do I change my Password?

- Log into the Cardholder Portal
- Click the My Profile tab on the left side of the screen
- Click Login Details
- Click Change under your listed User ID and Password, then follow the prompts to update your Password

What if I forgot my Password?

- Visit the Cardholder Portal
- Select Forgot? next to the Password field and follow the prompts to reset your Password

What if I forgot my User ID?

- Visit the Cardholder Portal
- Select Forgot? next to the User ID field and follow the prompts to retrieve your User ID

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