US ARMY FINANCE COMMAND

EagleCash Stored Value Card (SVC)

United States Army Finance Command

“Service to Soldiers”
What is a Stored Value Card (SVC)?

• EagleCash Card (ECC) Stored Value Card (SVC) is a cash management tool that provides deployed personnel “24/7” fee-free access to personal funds.
• ECC SVC is issued at CONUS SRP sites, Mobilizations sites, and DMPO’s for military and civilian personnel. Contractors will be issued their ECC SVC upon arrival at their OCONUS station based on MOU between the FM Company and contractor’s firm.
• EagleCash SVC is linked to the user’s checking account for funds management. It is NOT a cash advance or any other type of loan.
• Similar in concept to pre-paid gas, gift cards, or phone cards.
• “Smart Card” technology - secure computer chip stores and processes “electronic currency”.

EagleCash Stored Value Card Objectives

- ECC SVC achieves multiple business objectives:
  - Reduces cash on the battlefield
  - Converts cash, checks, and casual pay transactions to electronic medium - since inception, over 2.9 million cards have been issued and $2B plus in electronic value loaded
  - Reduces cash handling costs
  - Enhances financial flexibility on the battlefield
  - Reduces risk of loss/theft of personal funds
  - Reduces financial transaction time lines
  - Provides auditable electronic trace of financial transactions
ECC SVC is accepted at all AAFES and its concessionaires locations, Postal Offices, and Financial Management Companies on the OEF and OIF sites listed below. In addition ECC SVC is available in Kosovo and Honduras.

- Afghanistan
  - Bagram AB
  - Kabul (Eggers)
  - Kabul (Phoenix)
  - Kandahar
  - Fenty
  - Salerno
  - Sharana
  - Ghanzi
  - Herat
  - Orgun-E

- Iraq
  - Anaconda/Bald
  - Al Asad
  - BIAP
  - Bucca
  - Cedar II
  - Delta
  - Diamondback/Marez
  - Echo
  - Falcon
  - Hammer
  - IZ
  - Kalsu
  - Liberty
  - Q-West
  - Rustamiyah
  - Ramadi
  - Scania
  - Slayer
  - Speicher
  - Striker
  - Sykes
  - Taji
  - TQ
  - Tallil
  - Victory
  - Warrior
  - Warhorse

- Kuwait
  - Ali Al Salem
  - Arfijan
  - Buehring
  - Kuwait Naval Base (KNB)
  - Virginia

- Qatar
  - Al Sayliyah
  - Al Udeid AFB

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EagleCash Capabilities

- Commander’s Policy determines the allowable amount of Load (deposit) from checking or savings accounts. Currently it is $350.00 for all locations except Afghanistan which is $200 per day.

- Unload (return) is up to the full funds balance on the SVC. An automated return is executed when the card reaches its expiration date – normally 12 to 14 months after issuance.

- ECC SVC to ECC SVC transfer is available up to the full funds balance. ECC transfers are performed at the EagleCash kiosks. Over 300 ECC kiosk are strategically located in the ARCENT AO.

- Maximum Card Limit is $9,999.99.
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Contact Information

- Operations and Hardware Requests
  - e-Commerce Directorate USAFINCOM (317) 510-2664

- Training
  - Operational Support Teams, USAFINCOM (317) 510-1307/1302

- EagleCash Customer Service Center:
  - Toll Free (877) 973-8982, eagle@bos.frb.org, DSN 312-955-3555, Fax (617) 973-3898

- ECC SVC Web Site https://fms.treas.gov/eaglecash