

# PAYPAL FAQ

## **How do I set up a PayPal account?**

To create a PayPal account, visit PayPal.com and click “Sign up for free”. You will want to set up a “Personal Account”. To reach PayPal by phone dial 1-888-221-1161.

## **What is the PayPal Spanish site?**

Paypal.com/es

## **Can Westgate Travel Partners assist me with setting up a PayPal account?**

For help setting up a PayPal account, call 1-888-221-1161 or visit PayPal.com.

Due to privacy laws, Westgate Travel Partner team members are not permitted to assist with setting up your account.

## **I have multiple email accounts. Which one should I use?**

We recommend you use the same email address associated with your Travel Partner account to create your PayPal account. If you already have a PayPal account under a different email address than your Travel Partner account, link your current payment email address to your PayPal account (PayPal allows up to 8 email addresses under each account.)

## **Can I still receive payments on my current SWIFT VISA card?**

While you will not receive future payments on your SWIFT Card, the card itself will remain active and the available funds may be used until they are depleted or the card expires.

## **How can I use my PayPal funds?**

Once payments have been issued, you’ll receive an email notification. You may then transfer funds directly to your bank account, request a check, make purchases online, send money to others for free within the U.S. or sign up to receive a reloadable PayPal debit card that may be used at merchants nationwide. Restrictions apply for non-domestic residents and are subject to PayPal’s terms & conditions

## **How are funds loaded into my PayPal account?**

If the email address you provided is already linked to a PayPal account, payments will automatically be deposited into your PayPal account. If the email address you provided is NOT linked to a PayPal account, you will have 30 days to create one or the deposit email will expire and you will need to contact Westgate Travel Partners Customer Service at 1-800-884-0250.

## **What if I live outside of the United States and need assistance with PayPal?**

If you are calling from outside of the United States dial (402)-935-2050.

## **What are PayPal’s Customer Service hours?**

Monday- Friday 5:00am-10pm PT

Saturday-Sunday 6:00am-8:00pm PT

**What if I live in Brazil, Argentina or Malaysia?**

We are governed by the terms & conditions of PayPal which prohibit us from sending funds to a PayPal account in those countries. Please contact our Travel Partner team at 1-800-884-0250 or 407-355-1500 during regular business hours to discuss.

**Who will send me the email payment notifications?**

All PayPal payment notifications will come from **service@paypal.com** with a subject line of **“Your Westgate Travel Partner deposit has been added to your account!”**

Please be sure to add this email to your address book so it will not go to your spam file.

**What will the notification from PayPal say?**

Your payment notification will let you know that your Travel Partner commission has arrived. It will then instruct you to log in to your PayPal account and access your funds.

**What if I receive the payment notification in an email account that is not linked to my PayPal account?**

You will have 30 days from the date of that email to link the correct email address to your PayPal account. PayPal allows you to have up to 8 addresses linked to your account. Once you have linked the correct email, return to the payment notification email and click **“Please login to access your funds”**.

