

### 1. [Do I have to pay to register?](#)

No, there is no charge for registering. If you register by topping up, the total value of the top-up will be added to the credit on your prepaid card.

### 2. [Does my credit still remain available?](#)

If your prepaid card is frozen because you did not manage to register in time, your top-up credit will still be available up until 7<sup>th</sup> September 2017. However, you should also remember your card's expiry date (12 months from the last time you topped up by more than €10).

### 3. [What should I do if the card changes ownership?](#)

You are responsible for the use of any card which is registered to you.

If the card changes ownership, the new owner must register the card in his or her own name. Nevertheless, this formality does not have to be completed if the card is transferred to a member of your family for whom you stand guarantor (a parent, grandparent, child, grandchild, brother or sister, partner or a person under your guardianship).

The registration is linked to your call number, so if you change your SIM card while remaining with Proximus, you do not have to register again.

However, if you wish to change your registration details, please go to [www.proximus.be/identify](http://www.proximus.be/identify) to restart the registration procedure.

### 4. [Can someone else register my card and, if so, how can they do this?](#)

Any Pay&Go card owner can have a family member (a parent, grandparent, child, grandchild, brother or sister) register a card on his or her behalf.

Underage children can also register a card themselves (please note that the Kids-ID is not accepted at Proximus Centres) or ask a family member (a parent, grandparent, brother or sister) to do it for them. Please go to [www.proximus.be/identify](http://www.proximus.be/identify) or visit a Proximus centre.

### 5. [How can I check that my card is registered?](#)

To check whether the card is registered, please go to the MyProximus account to which the Pay&Go card is linked. If you have not yet created a MyProximus account for this card, you can do so very easily on [our site](#).

### 6. [I am no longer using my card or my card has been stolen, do I need to remove the registration?](#)

Yes, you must do this within 24 hours because if you fail to remove the registration you remain responsible for the card. You can either go to a Proximus Centre or contact us on 0800 55 800. This also applies if you no longer wish to be responsible for a prepaid number for which you were standing as guarantor.

### 7. [What do Proximus do with my personal details?](#)

If you gave your consent, the registration data for your prepaid card (surname, first name, date of birth, address, e-mail address) will be added to the Proximus customer database for customer management purposes and so that we can keep you informed about Proximus services and promotions. If you no longer agree to this use of your personal data by Proximus, you must register again and change your choice. For further information, please also read the Proximus data protection policy.

### 8. [My registration details are not / are no longer correct. How can I amend them?](#)

If the registration details for your card are not / are no longer correct, please go to [www.proximus.be/identify](http://www.proximus.be/identify) and restart the registration procedure.