

Frequently Asked Questions about PlastiQ

1. What is PlastiQ?

PlastiQ is an online payment platform that provides a convenient and secure way to make payments with your credit cards and earn the rewards. For more information visit www.plastiq.com.

2. Is PlastiQ secure?

Absolutely – PlastiQ implements top of the line security measures to ensure the protection of both our application and your financial information. PlastiQ is certified compliant to the highest level of the Payment Card Industry Data Security Standards (PCI-DSS).

3. What card brands does PlastiQ accept?

MasterCard, Visa, and American Express credit, debit, pre-paid or gift cards are accepted for nearly all PlastiQ payments. **Please note:** As of Feb 10, 2023, PlastiQ will no longer be accepting American Express payments.

4. What is the PlastiQ service fee?

PlastiQ charges a small service fee so that you can enjoy the convenience of using your credit card to make payments to CDHNS. As of Dec 1, 2022, the fee is 2.9% for credit cards and 1% for debit cards.

5. Does the CDHNS retain any of the fees being charged?

No. The fee that PlastiQ assesses covers their cost of processing credit card payments and is totally independent of the CDHNS. This is being offered as a service to CDHNS registrants, applicants, or other customers, as an alternate method of payment. CDHNS does not receive any portion of this fee.

6. Does PlastiQ have a mobile app?

PlastiQ is also available as an [app on iOS devices](#) - just snap a picture or screenshot of ANY bill, and PlastiQ will take care of the rest.