

Gift Card Frequently Asked Questions

Q. How do I activate my card?

A. To activate your card, call Customer Service at **800-418-3971**.

Q. How do I register my card for online access?

A. To register your card for online access visit <https://www.cardaccount.net/giftcard>, you will need your PIN and 3-digit security code printed on the back of your card.

Q. How can I check my available balance?

A. Check your card balance online at <https://www.cardaccount.net/giftcard> or call Customer Service at **800-418-3971**. Additionally, you can obtain your available balance at any ATM displaying the PLUS®, Pulse®, NYCE®, or STAR® logo.

Q. Where can I use my card?

A. You may use your card at any merchant location worldwide displaying the Visa® logo or at any ATM displaying the PLUS, Pulse, NYCE, or STAR logo.

Q. Can I change my PIN?

A. Yes, to change your PIN online visit <https://www.cardaccount.net/giftcard> or call Customer Service at **800-418-3971**. **DO NOT** write your PIN number on the card.

Q. How can I monitor activity on my card?

A. To view card activity online visit <https://www.cardaccount.net/giftcard> contact Customer Service at **800-418-3971**.

Q. How do I report my card as lost or stolen?

A. Notify Customer Service immediately at **800-418-3971** if your card has been lost, stolen, or used without your permission.

Q. What if my card balance is not enough to cover the purchase I want make?

A. You can pay the difference with some other form of payment by completing a split sale. To successfully complete a split sale, you must know the card balance and advise the merchant before initiating the transaction.

Q. Why would my card transaction be declined?

A. When a purchase is declined, the merchant does not know the reason. A transaction can be declined because:

- The amount of an ATM withdrawal, including fees, exceeds the available card balance
- Certain transactions, such as "Pay-at-the-Pump" fuel purchases, car rentals, and airlines tickets are **NOT** permitted
- The amount of the point of sale purchase exceeds the available card balance
- Address verification requirements may prevent certain online purchases