



# Having Trouble...???

## for the card holder...

Some cashiers may be unfamiliar with the cards.

While they are 100% standard eftpos cards and do work in every eftpos terminal tested so far, their unique appearance can concern some cashiers. This may result in them not accepting the card or not transacting them correctly. \*\*Please remember that some cards are restricted to be used with the stores that issue them - check the back of the card.

All of our Gift Cards act just like other banking cards. It is NOT a credit card nor is it a cheque account. It is just like a normal banking card (except - no cash out), so when you want to spend some money, you would choose SAVINGS (SAV on some eftpos) and no, you can't spend more than you have in the bank so don't try to make a purchase for more than your card balance.

***AND: The colour, appearance or name of the card has nothing to do with how it works.***

We suggest, if the cashier fails to use the card (properly), that:

**1** < The CARD HOLDER ensures that the transaction is for less than the card balance.

**2** < The CARD HOLDER swipes the card when the cashier prompts for payment and then the CARD HOLDER follows the prompts for a normal eftpos transaction.

**3** < Use "SAVINGS" mode and the PIN code to complete the sale.

**\*\*\*\* It really is as simple as 1 2 3 \*\*\*\***

The gift card is the same as any normal bank debt card (except that it is loaded once). The card is an EFT card which means it cannot be used in an ATM machine nor can the card provide credit, overdraft or cash.

It is for use in eftpos purchases only and of course it will do that.

If you wish to check your card balance (and activity) simply log onto..

<http://cards4all.com.au/balance/>

IF you continue to have difficulty, please contact your Merchant (the company on the front of the card) and check where the card can be used, when all else fails contact customer support ([help@cards4all.com.au](mailto:help@cards4all.com.au)).

We will be happy to take care of you - please have all information at hand!