



# VISA GIFT CARD FAQs (COACHES)

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4/2/2021

Upon receipt of their Visa gift cards, families are expected to register the card online or by phone to activate it.

**If a family notifies you of an issue** like, *"I can't register my card, my card doesn't work, I cannot make online purchases, I lost my card - can it be replaced, my balance is not \$300 (and I haven't previously used the card) etc."*, please have them call:

**OmniCard at 1-877-357-4975**

for assistance. If that doesn't resolve the matter, please email your manager and Doug.

If, however, a family notifies you of any of **the following issues**, please take the appropriate action to try and resolve the issue.

## **Does this card expire?**

Yes. Your gift card expires in 84 months. We encourage you to prioritize using your gift card for paying bills and purchasing necessities.

## **I did not receive my gift card**

Please email your manager and Doug.

## **I never received the last card.**

Please email your manager and Michele Pletcher.

## **Can I get another card for my spouse?**

No.