

Gift Card Frequently Asked Questions

- ❖ **Where can I use my gift card?**
 - Your Visa gift card can be used anywhere Visa is accepted.

- ❖ **Who do I contact if I am having trouble using my gift card?**
 - Inquiries will be directed to the Vanilla Visa Company. Please contact Customer Service at 1-800-571-1376.

- ❖ **I participated onsite, but my gift card doesn't work, or I have lost my gift card. Can I receive a new one**
 - Yes, a replacement gift card can be issued, but the credit card number on the original gift card is required for a participant to receive a replacement. Please contact Customer Service at 1-800-571-1376. **It is suggested that the participant write down the credit card number when they receive their gift card should they lose their card.**

- ❖ **I participated offsite at the lab or with my physician, but I still haven't received my gift card in the mail.**
 - Those who participate offsite to receive their screening at the lab or with their physician should receive their gift card within three weeks of when they went to the lab or submitted their completed physician form. If it's been three weeks and you still haven't received your gift card, please contact Wellness Connection at wellnessconnection@wustl.edu.

- ❖ **Is there a penalty for replacing my card?**
 - Yes, if the gift card has been activated, there will be a \$5.95 re-issuance fee per card that will be deducted from the replacement card. All gift cards received onsite will be activated prior to redemption. Gift cards received offsite via USPS mail will require activation per the instructions on the card. Any questions, please contact Customer Service at 1-800-571-1376.

- ❖ **Will I lose money on my card if not used within the first year?**
 - Yes, there will be a \$2.50 service fee beginning the 12th month following the date of activation and will be applied to the remaining balance. This fee will not be charged once the balance on the card reaches \$0.00.