

## Frequently Asked Questions about the Visa Gift Card

**What is the Visa Gift Card?** Your Crane FCU Visa Gift Card is a prepaid Visa Debit Card with a specific dollar value. Your Visa Gift Card and its value are accepted at most places Visa Debit is accepted.

**How do I activate my gift card and obtain my PIN?**

Non-personalized cards are activated and the PIN obtained by calling 866-760-3156.

**How can I check the balance on my Gift Card?** Call the number on the back of your card for balances and transaction history or visit [www.cranecu.org](http://www.cranecu.org).

**How can I use my Gift Card?** You can use your Crane FCU Visa Gift Card at most places Visa Debit is accepted. See Terms and Conditions for further information.

**What should I do when the merchant's sales terminal asks me to press "Debit" or "Credit"?** You have the option to press the 'credit' or 'debit' button. The credit transaction will require you to sign a sales receipt to authorize the purchase and the debit transaction will require you to enter your PIN to authorize the purchase.

**What if the item I want to purchase exceeds the value of my Gift Card?** If the purchase amount exceeds the available card balance, then you must inform the merchant of the amount you want to pay with the Visa Gift Card and that you will pay the difference in cash, check, credit or debit card. If the purchase amount exceeds the available balance of the Visa Gift Card, the transaction will not be approved.

**What do I do if I need to return an item?** In the event you need to return an item you purchased with your Visa Gift Card, the merchant will handle the item in accordance with Visa guidelines. The merchant may credit your card (put the funds back on the card) thereby increasing your available funds.

**What happens when the funds are spent?** When you have depleted all the funds on the card and no returns are necessary, simply destroy and discard the card.

**What should I do if my Visa Gift Card is lost or stolen?** Contact Crane FCU Visa Gift Card Center immediately at 1-866-760-3156. Additionally, read the Crane FCU Visa Gift Card Center Terms and Conditions contained in this cardholder for important Visa Gift Card information.

**What happens if I am locked out of the Gift Card My Account site?** Your login will reset automatically after 24 hours from the last try.