



## FREQUENTLY ASKED QUESTIONS

### **For gift card users (spenders)**

#### **Where can the gift cards be redeemed (spent)?**

The gift cards can only be redeemed at participating redemption stores within the Greater Geraldton region. A list of participating redemption stores for the Geraldton region is available at [www.whyleavetown.com](http://www.whyleavetown.com).

#### **How are the gift cards redeemed (spent)?**

When a gift card holder wants to spend money on their gift card, they simply present the gift card at the counter of a participating redemption store or do a self-check-out, as follows:

Follow the simple instructions on the back of the gift card:

1. Enter the amount to be used from the gift card (no more than the value of the gift card)
2. Swipe the gift card through the EFTPOS terminal
3. Select "Savings" account
4. Enter the 4 digit PIN (located on back of the gift card) to complete transaction
5. You may want to write the remaining balance on the back of the gift card

#### **Are there any fees involved for spending the gift card in addition to my purchase?**

No.

For example: If you are using a gift card for a \$100 purchase, then the amount that comes off the gift card is \$100.

#### **Can the gift card be used in more than one shop?**

Absolutely. Once the gift card is loaded, you can make purchases in as many participating redemption stores as you like until the money on the gift card has been spent.

#### **How can I check the balance of a gift card?**

Log onto [www.whyleavetown.com](http://www.whyleavetown.com) and click on the Check Card Balance quick link. <https://www.whyleavetown.com/check-card-balance>.

All you need to do is enter the gift card number and PIN to see the balance as well as a list of all transactions made on the gift card.

#### **What happens if the gift card is lost or damaged?**

If you know the gift card number then the gift card can be replaced. You are encouraged to register the gift card at [www.whyleavetown.com](http://www.whyleavetown.com) when you receive it. Doing that means that we have your details should you lose the gift card.

#### **Do the gift cards expire?**

Yes, the funds on the gift cards expire 3 years after loading.

#### **Can I get 'cash out' from a gift card?**

No, the local gift cards are used to make purchases in participating small businesses in your area.

#### **What happens if there is money left on the gift cards after they expire?**

Any remaining funds still present on the gift card when they expire in line with government legislation after 3 years is called 'breakage'. 75% of the funds are sent back to the commissioning body of the program (City of Greater Geraldton). The remaining 25% becomes allocated provider fees.

