FLEX Card Program

General Card Information

- GiveCard is a Mastercard prepaid card that is reloadable by the FLEX Card Program.

- GiveCards are already activated so can be used with no setup once funds are added.

- The FLEX Card provides $400/month from November 30, 2024 to February 28, 2024.

- The card will be loaded on the 30th of each month, except in February when it will be loaded on the 28th.

- We recommend keeping the paper your card comes attached to - this has some information on it that could be useful for identifying your card if it gets lost or stolen.

- If you believe that your card has been lost or stolen, please contact GiveCard Support immediately by calling 908-529-0955.

- When using your card at a cash register, sometimes the machine will ask you for a PIN. If you have not set a PIN for your card, press the green 'OK' button on the machine to continue and you will be able to skip the PIN entry.

Where can I use my card?

Grocery Stores

Ralphs, Food4Less, Vons, ALDI, Albertsons, Smart & Final Extra!, Vallarta Supermarkets

Gas / Convenience Stores

ARCO, Sinclair, G&M

Transportation

Autozone, Uber, Lyft

Drug Stores

CVS, Walgreens

Other Retailers

Target, Walmart, Amazon

How do I check my balance?

Go to givecard.io/support to access the GiveCard cardholder portal. The website that you see printed on the back of your card will also direct you here. On this site, you can:

- Check your balance
- Set your optional card PIN number
- View the spending history of your card by creating an account and logging in

Support

If you are experiencing issues with your card, please contact GiveCard support:

- **Email support@givecard.io or call 908-529-0955.**
- GiveCard's support team hours are 7am- 4pm PST. They will answer calls or respond to messages immediately during those hours.
- Outside of 7am - 4pm PST, GiveCard's support team will respond as soon as they can, however this may not always be immediate.

Lost or Stolen Cards

- If your card is lost or stolen, contact GiveCard Support immediately by calling 908-529-0955 and lock your card through the cardholder portal.
- The GiveCard team will freeze your card to protect any remaining funds, and then will work with your program manager to reissue you a new card.
- If you report that your card was stolen and notice any purchases on the card that you did not make, GiveCard Support will work with you to file a transaction dispute report.

Card Limits

- Maximum per transaction: $5000
- Maximum per day: $5000
- Maximum per month: $5000

Program Billing Info for Physical Cards

If making an online purchase, use this address for the billing information:

AidKit
2000 S. Colorado Blvd.,
BLDG 1 - 2000 - #177,
Denver, CO 80222

Program Contact

Please contact FLEX Card Program staff in case of any non card-related issues, including questions about when cards will have funds added next.

email: **support@flexcard.aidkit.org**

call / text: **+1 (213) 816-6717**