

# FLEX Card Program



## Physical GiveCard Frequently Asked Questions (FAQs)

### 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 September 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



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## How do I check my balance?

Go to [givecard.io/support](https://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](mailto: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](mailto:support@flexcard.aidkit.org)**  
**call / text: +1 (213) 816-6717**

