

FLEX Card Program



Virtual GiveCard Frequently Asked Questions (FAQs)

General Card Information

- GiveCard is a virtual Mastercard prepaid card that is reloadable by the FLEX Card Program.
- It can be used online or in person by adding the card to a digital wallet.
- The FLEX Card provides \$400/month from November 30, 2024 - February 28, 2025.
- The card will be loaded on the 30th of each month, except in February when it will be loaded on the 28th.

Apple Pay and Google Pay

- The FLEX card can be added to Apple Pay or Google Pay by entering the card details on your phone.
- If you received the card by text message, select phone number for the verification process. If you received the card by email, select email verification.
- Then find the verification code that was sent to your phone/email, labeled “Digital Wallet Activation Code,” to complete the process.

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?

1. Go to givecard.io/support to access the GiveCard cardholder portal.
2. Once logged in, participants can:
 - a. Check the card balance
 - b. Set an optional card PIN number
 - c. View card spending and load history
3. For emailed cards only, participants can also:
 - a. Set up email notifications on all transactions, including declined transactions with a reason for why it was declined.
 - b. Set up email alerts for when the card is loaded.

Support

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

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

Card Limits

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

Program billing information

If making an online purchase, use this address for the billing information:	Givecard 123 GiveCard Way New York, NY 10001
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Program Contact

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

support@flexcard.aidkit.org
+1 (213) 816-6717

