

# FLEX Card Program



## Virtual GiveCard Frequently Asked Questions (FAQs)

### General Card Information

- GiveCard is a virtual Mastercard prepaid debit 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 September 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



# Virtual GiveCard Frequently Asked Questions (FAQs)

## How do I check my balance?

---

1. Go to [givecard.io/support](https://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](mailto: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
---	--

## 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](mailto:support@flexcard.aidkit.org)

+1 (213) 816-6717

