



Frequently Asked Questions – Australian Open Prepaid Mastercard

You can also refer to the correspondence that you received with your gift card.

Do I need to activate my card?

Yes. Refer to the specific instructions on the correspondence that you received with your gift card.

How long do I have to activate my card?

Your activation period is up to one (1) week prior to the expiry date that is printed on the front of your card.

How long do I have to use my card?

Please refer to the front of your card for the date of expiry of your gift card. The gift card must be activated prior to use.

Once activated, when will I be able to use my card?

The funds will be available to spend by midday of the following business day.

My card is expired. What should I do?

Once the activation or redemption period of a card has expired, it cannot be extended, refunded, credited or replaced.

Where can I use my card?

A Prepaid Mastercard may be used to purchase goods or services Mastercard prepaid cards are accepted for electronic transactions (excluding transactions at ATMs or over the counter at financial institutions) via POS terminals that have a swipe/credit function or online. Some merchants may choose not to accept the gift card.

I activated my card; why does it show zero balance?

Once activated, the balance of the card will appear by midday of the next business day.

A retailer has made an incorrect transaction my card. What should I do?

You must contact the retailer for a resolution. We are unable to process refunds due to Merchant error.

I have lost my card. What should I do?

Your card must be treated like cash. If lost or stolen, it cannot be replaced.

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