



FAQs- Frequently Asked Questions

Delivery time may vary, please allow 7-10 days from order date.

Q: How do I use my Keep It QC! Visa® Gift Card?

A: The Keep It QC! Visa Gift Card can be used everywhere Visa debit cards are accepted in the U.S. We encourage you to use the card at any Quad City business where Visa® debit cards are accepted.

Q: Are there inactivity fees?

A: Subject to applicable law, after the 12th consecutive month of inactivity of the Card, an Inactivity Fee of \$5.95 will be deducted from the Card. Fee will be deducted from the Card balance each month as long as there is money associated with the Card and no activity has occurred. If no activity continues, fees may deplete card balance before the "Valid Thru" date on the front of the Card. Fee may be avoided by making regular purchases with the Card.

Q: When will my card arrive?

A: Please allow 3-5 business days for processing and 5-10 business days for delivery of the Keep It QC! Visa Gift Card.

Q: Can the Keep It QC Visa Gift Card be used more than once, at multiple places?

A: Yes. Visa gift cards are multi-use, and we encourage you to spread the dollars throughout the community! You can use your card anywhere in the United States that Visa debit cards are accepted (except gas pumps, ATMs, cash access and for recurring payments).

Q: What do I do if my Visa gift card is declined?

A: Some POS systems will decline a gift card if there is an insufficient balance for the total amount. In this case, call the phone number on the back of your card to find out the remaining balance of the card, and ask the merchant to run the card for that amount. Have an additional form of payment ready to cover the rest of the transaction.

Q: Where can I check my balance?

A: You can check the current balance by calling the number on the back of the card or visiting MyPrepaidCenter.com.

Q: Can refunds be provided to my Visa gift card?

A: Yes -- just as refunds would be applied to your credit card, they can also be applied to your Keep It QC! Visa Gift Card. Please allow up to 10 days for merchant credits or voids to be applied. Hotel and car rental can take up to 30 days.

Q: Can I send a Visa gift card for a family member who resides elsewhere to my home address?

A: Due to fraud protection requirements, the name on the Visa gift card should match the address where it is sent. In addition, the US Postal Service may not deliver/return to sender if the postal carrier notes the card name does not match the mailing address.

Q: Can I pick up a Visa gift card locally at the Quad Cities Chamber after ordering on the site?

Physical Visa gift cards are not available locally at this time. Physical Visa gift cards are mailed from our Visa gift card fulfillment vendor based on the address listed on the order for either yourself or a friend.

Q: Will my payment automatically deduct from the card if I don't have enough to cover my entire balance?

A: If your purchase exceeds the amount in your balance, the merchant will need to split the transaction with the Visa gift card balance being paid first and then using a separate payment method.

Q: Are there any fees associated with purchasing a Visa gift card?

A: The card purchaser pays a convenience fee of:

\$1.50 per card and 5% of the value on Individual orders.

\$1.50 per card and 3% of the value on bulk orders.

This covers processing costs. The Visa gift card recipient will receive the full value of the card.

Q: I didn't get my card within the timeframe expected (3-5 business days processing plus 7-10 business days shipping). How can I check its status?

A: If it is outside the window noted above, please contact hi@taponit.com

Q: What payment methods are accepted for a bulk order (50 or more cards)?

A: Your invoice can be paid by ACH/e-check or credit card (with a 2.9% + \$0.25 fee). If you elect to pay with a credit card the 2.9% + \$0.25 fee will be added on to the grand total, you receive on your invoice.

Q: What should I do if I have a lost or stolen card, or I suspect fraud?

A: Call the cardholder service number (1-877-610-1075) which is also listed on the back of your card. For privacy and compliance reasons this call must be made by the cardholder only.

For more information please contact:

Wendy Ruark

wruark@taponit.com

563-888-1277

Card is issued by Pathward, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. No cash access or recurring payments. Can be used everywhere Visa debit cards are accepted in the U.S. Card valid for up to 7 years; funds do not expire and may be available after card expiration date, fees may apply. Terms and conditions apply.

For additional questions or concerns regarding your Keep It QC! Visa Gift Card or Keep It QC! Virtual Visa Prepaid Card, visit MyPrepaidCenter.com or call the number on the back of your card.

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