



MUSCATINE

#MAKEITMUSCATINE

FAQs- Frequently Asked Questions

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

Q: How do I use my #MAKEITMUSCATINE Mastercard® Gift Card?

A: The #MAKEITMUSCATINE Mastercard Gift Card can be used everywhere Mastercard debit cards are accepted in the U.S. We encourage you to use the card at any Muscatine business where Mastercard debit cards are accepted.

Q: Can the #MAKEITMUSCATINE Mastercard Gift Card be used more than once, at multiple places?

A: Yes. Mastercard 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 Mastercard debit cards are accepted (except gas pumps, ATMs, cash access and for recurring payments).

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](https://www.MyPrepaidCenter.com).

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

A: Yes -- just as refunds would be applied to your credit card, they can also be applied to your #MAKEITMUSCATINE Mastercard 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 Mastercard gift card for a family member who resides elsewhere to my home address?

A: Due to fraud protection requirements, the name on the Mastercard 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 Mastercard gift card locally at the Muscatine Chamber after ordering on the site?

Physical Mastercard gift cards are not available locally at this time. Physical Mastercard gift cards are mailed from our Mastercard 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 Mastercard gift card balance being paid first and then using a separate payment method.

Q: What do I do if my Mastercard 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: Are there any fees associated with purchasing a Mastercard gift card?

A: The card purchaser pays a convenience fee (\$1.50 per card, 5% of the value) to cover processing costs and shipping. The Mastercard gift card recipient will receive the full value of 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 #MAKEITMUSCATINE Mastercard Gift 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 \

Q: How Do I use the #MAKEITMUSCATINE Mastercard Virtual Prepaid Card?

A: During special promotions running through the rewards program (i.e. BOGO offers), some customers may qualify for a #MAKEITMUSCATINE Mastercard Virtual Prepaid card. In those instances, the customer will provide the Virtual Mastercard Prepaid Card number (either via their cell phone or printed out), and the card will need to be keyed in manually into a business' POS or terminal systems as a credit card. It cannot be swiped.

The #MAKEITMUSCATINE Mastercard Virtual Prepaid Card is issued by MetaBank®, N.A., Member FDIC, pursuant to a license from Mastercard U.S.A. Inc. No cash access or recurring payments. Can be used everywhere Mastercard debit cards are accepted for online, or

phone/mail orders. Valid thru the expiration date on the card; unused funds will forfeit after the valid thru date. Terms and conditions apply.

For additional questions or concerns regarding your #MAKEITMUSCATINE Mastercard Gift Card or #MAKEITMUSCATINE Mastercard Virtual Prepaid Card, visit [MyPrepaidCenter.com](https://www.MyPrepaidCenter.com) or call the number on the back of your card.

The #MAKEITMUSCATINE Mastercard Gift Card is issued by MetaBank[®], N.A., Member FDIC, pursuant to a license from Mastercard U.S.A. Inc. No cash access or recurring payments. Can be used everywhere Mastercard 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.