

Card Balances and other issues

Great Lakes Cards:

From time to time people will tell me they are told upon using their cards that there is a ZERO balance. If you're told you have a ZERO balance and you don't think that is correct, please do the following:

- 1) DO NOT THROW THE CARD AWAY!
- 2) Call the number on the back of the card to double check the balance yourself.
- 3) Get a hold of a real person so that you can ask whom to speak with in order to find out the transaction info for that card.
- 4) Your cards are all electronically "followed" just like your debit card. So every time you use your card, the where, when, and how much is logged in. Getting the actual activation and transaction info will let you double check how much was initially on your card and then the subsequent expenditures.
- 5) If need to do so, you can refute any inconsistencies you find and the customer service people for your card can help you with that.

Tip: Before sending or giving a card as a gift, you can write down the number on the back. That way if there are any issues, your Scrip Coordinator will be in a better position to help.