

## Wish Family Expense VISA Card

### INSTRUCTIONS FOR CARD USE:

- Please sign the back of the card once received.
- **Make-A-Wish cannot give you additional funds in the event of misuse of funds or lost cash.** We can track where you are spending the money and will be aware of misused funds.
- The card is intended to be used only for the duration of your wish and only for wish related expenses. We urge you to only use this card to pay for wish costs. If you choose to use your personal card, we will not be able to reimburse you for those charges.
- Funds will only be available throughout the duration of your wish. Money will be available the **first day** of your wish. **Please do not attempt to use the card prior to this.**
- **Your card has not been set up for you to withdraw cash.** You may **not** withdraw funds at an ATM.
- The card billing **zip code is 43235.** Vendors may ask for this information, especially gas station kiosks.
- Do not attempt to use the card more than two times if it is declining. This will cause the card to be locked until the following morning.
- Please do not give this card while checking in with rental car companies or hotels, as the holds put in place by these companies will put a freeze on your available funds, making them unavailable to you for the duration of your wish.
- This card **cannot** be used for cash back purposes (such as at a grocery store). This card **cannot** be added to a digital wallet.

## Card Balance & Issues

If you have any questions regarding your available balance or any issues with the card, please call the number on the back of your card, U.S. Bank 24/7 at 1-800-344-5696. Customer service will need the following verification information from you:

- Your name and the name on the card
- 16-digit card number
- Choose “**Representative**”
- Billing address (full address as it appears on the account):  
2545 Farmers Drive, Suite 300, Columbus, Ohio 43235
- Last four digits of the Social Security Number (This is NOT your SSN): 1111
- Phone number: *Your Specialist’s Phone Number*
- Credit limit: *Please refer to your wish folder*

## FAQs: Issues with your Make-A-Wish Visa Card

1. **What do we do if our card is lost or stolen?**
  - a. Make-A-Wish is not responsible for lost or stolen cards. To report a lost or stolen card, please call U.S. Bank 24/7 at 1-800-344-5695.
2. **How do we see how much money is left on the card?**
  - a. Call the number on the card. Enter the wish card number and other information the automated system asks for and listen as it reads off the balance.
  - b. Wait for the menu at the end of the call that gives you options for various types of assistance., last of which is to speak to a representative.
  - c. Wait to be connected and ask for the “**velocity limit**” from the operator.
  - d. **Please note that this amount will be 24-48 hours behind. If you have made purchases in the last 48 hours, this number may not be accurate.**
3. **What do I do if my card is declining, and I’ve been keeping track of my expenses?**
  - a. After calling this number, if you have a remaining balance and you are still encountering issues with your card, please call your specialist, if on a business day between the hours of 9 am- 5 pm. If this emergency is happening *after business hours*, please call our emergency phone at 1-800-374-5476.
  - b. Please note that the card system will not allow us to make updates after 7 pm. If you are experiencing an issue after 7 pm, we will not be able to make any modifications to the card until the following morning.