

Frequently Asked Questions about the InFirst Federal Credit Union Visa® Gift Card

What is the Visa Gift Card? Your InFirst FCU Visa Gift Card is a prepaid Visa Debit Card with a specific dollar value.

How do I activate my gift card and obtain my PIN? Gift cards can be activated online by clicking [here](#) or by calling 866.902.6082. Once your card has been activated, you will be assigned a PIN.

How can I check the balance on my Gift Card? For balances and transaction history, call 866.902.6082 or visit <https://mygiftcardaccount.pscuifs.com>.

How can I use my Gift Card? You can use your InFirst FCU Visa Gift Card at most places Visa Debit is accepted. See Terms and Conditions for further information.

What should I do when the merchant's sales terminal asks me to press "Debit" or "Credit"? You have the option to press either 'Credit' or 'Debit'. The credit transaction will require your signature to authorize the purchase and the debit transaction will require you to enter your PIN to authorize the purchase.

What if the item I want to purchase exceeds the value of my Gift Card? If the purchase amount exceeds the available card balance, then you must inform the merchant of the amount you want to pay with the InFirst FCU Visa Gift Card. You will be required to pay the difference by cash, check, credit or debit card.

What do I do if I need to return an item? In the event you need to return an item you purchased with your InFirst FCU Visa Gift Card, the merchant will handle the item in accordance with Visa guidelines. The merchant may credit your card (put the funds back on the card) thereby increasing your available funds.

What happens when the funds are spent? When you have depleted all the funds on the card and no returns are necessary, simply destroy and discard the card.

What should I do if my InFirst FCU Visa Gift Card is lost or stolen? Contact the InFirst FCU Visa Gift Card Support Center immediately at 866.902.6082.

For additional information regarding your InFirst FCU Visa Gift Card, you may read the full Terms and Conditions here ([link to T&C on our landing page](#)), or request a copy at any InFirst FCU location.