

FREQUENTLY ASKED QUESTIONS (FAQS)

1. Is the card required to be used at the EFTPOS device to authorise my purchase using my Gift Card?

Yes. The retailer must use the EFTPOS pinpad provided when redeeming a Gift Card for goods or services as directed by the POS terminal.

2. How do I know if the gift card can be redeemed using the EFTPOS pinpad?

EFTPOS is used for all Gift Cards. These cards cannot be used online or for any card not present transactions (mail or phone orders).

3. Where can the Gift Card be used?

The Gift Card can be used at retailers in Australia with "EFTPOS" facilities who accept the gift card. Some merchants may choose not to accept the gift card, so you should check with the individual merchant before you make a purchase.

4. Is the balance updated automatically?

Each time you use your gift card, the purchase amount is automatically deducted from the Card balance as it is swiped through the EFTPOS pinpad and the transaction approved. If the transaction is declined the funds are not deducted as there is not enough balance to allow the transaction to be completed. You, the cardholder can check your balance online at <https://prepaid.indue.com.au/westsrewards>. It is recommended that you check your balance each time before using your gift card.

5. Can I withdraw cash at an ATM using the Gift Card?

No, the card cannot be used to withdraw cash at ATM or EFTPOS facilities.

6. What do I do if the EFTPOS pinpad does not approve my gift card transaction?

Check the following:

- i. The EFTPOS network may be offline. You as the customer will need to provide another payment type or come back when the EFTPOS system is up. You cannot use the gift card when the system is offline.
- ii. There may be insufficient funds left on the gift card for the transaction. Please check your card balance online at <https://prepaid.indue.com.au/westsrewards>
- iii. The gift card has expired. Check the expiry date on the back of the card. Refer to <https://prepaid.indue.com.au/westsrewards> and refer to the terms and conditions on the back of the card.
- iv. The individual merchant may not accept the gift card. You will need to pay this merchant by another means.

7. How can I check my Gift Card's balance?

You can check their gift card balance at <https://prepaid.indue.com.au/westsrewards>

8. Do I have to spend the entire amount of the Gift Card in a single purchase?

No. Gift Cards are partially redeemable. Before the gift card expiry date, any available balance can be used for multiple purchases at any participating merchant.