

FREQUENTLY ASKED QUESTIONS BY CARDHOLDERS:

About My Card:

1. What is the Buffalo Bills Bucks card?

The Buffalo Bills Bucks card is not a credit card. It is a prepaid, stored value and reloadable payment vehicle. Once money is deposited on your card, you can make purchases for goods and services at all concession stands in New Era Field, as well as tickets and merchandise. Some restrictions may apply. This card cannot be used outside of New Era Field.

2. What are the advantages of the Bills Bucks card?

This card will allow you to track purchases and view your available balance.

3. Is this card valid for other events at the New Era Field?

Yes, this card can be used for tickets, merchandise or food and beverages at any New Era Field events.

4. Do I need to register my Bills Bucks card?

Bills Bucks cardholders need to visit buffalobills.trucash.com and follow the prompts to complete their card account profile to ensure their information is correct.

5. Are we able to activate the cards over the phone if the customer doesn't have access to a computer?

Please call TruCash Customer Service at 1-800-624-6171: Mon – Fri.: 9AM -5PM (EST).

6. What happens if I would like to purchase tickets over the phone with my Bills Bucks card?

All you need to make a purchase over the phone is your card number and the CVV code on the back of the card; swiping of the card is not required.

7. What if I purchase something that costs more than the balance on my card?

It is recommended that you check your account balance on a regular basis. You can use the balance and pay the difference with a different form of payment. Please note: keep your card, even if you have a zero balance, as the card is reloadable. **Please Note:** In the event you exceed the amount available on the card, the transaction will be declined.

8. How do I find out what balance I have on my Bills Bucks card?

Visit buffalobills.trucash.com and log in to your account to update your profile, check your balance and your transactions.

9. How can I see my transaction history?

Simply visit buffalobills.trucash.com, and log in to view your card activity.

10. How can I check my balance if I do not have a computer?

Please call Buffalo Bills Customer Service at 1-877-228-4257 or TruCash Customer Service at 1-800-624-6171: Mon – Fri.: 9AM -5PM (EST). Your information will be verified before any card details are disclosed. Balance checkers are available at the Bills Team Store.

11. Where can I find specific details to fees relating to my Bills Bucks card?

Visit buffalobills.trucash.com for a complete list of program Terms and Conditions.

12. Where can I obtain additional Bills Bucks cards?

Please visit the Buffalo Bills Ticket Office at New Era Field or contact your Account Service Representative.

13. What happens if I would like to return a purchase that I made using my Bills Bucks card?

Your funds will be loaded back into your card account just like any other point-of-sale return.

14. What do I need to do if my card is lost or stolen?

For lost or stolen cards please call TruCash Customer Service at 1-800-624-6171: Mon – Fri. : 9AM - 5PM (EST) or contact your Account Service Representative.

About My e-Wallet:

15. What can I do in my e-Wallet?

Visit buffalobills.trucash.com to:

- Update and maintain your personal information in the "Profile".
- View your card balance and purchase history in "Transaction History".
- Change your password.

16. How do I update my personal details?

Visit buffalobills.trucash.com, login, and update your information on "Profile" page, or call Buffalo Bills Customer Service at 1-877-228-4257 or TruCash Customer Service 1-800-624-6171.

17. How can I check the balance and/or purchase history on my card?

Visit buffalobills.trucash.com and log in or call the Buffalo Bills Ticket Office at 1-877-228-4257 or TruCash Customer Service 1-800-624-6171.

About Security:

18. How secure is my money with the Bills Bucks card?

Your money is very secure. Your signature on the back of the card will be checked against your signature when you sign your sales receipt.

19. What happens if my card is lost or stolen?

Call TruCash Customer Service immediately at 1-800-624-6171 if you believe your card has been lost or stolen, and they will cancel your card. You will then need to obtain a new card from the Buffalo Bills Ticket Office at New Era Field. Your personal details and card balance will be transferred to the new card. Please refer to the cardholder Terms and Conditions for more details.

20. Who is responsible for the card value if my card is lost or stolen?

The Bills Bucks card is a stored value card and should be treated just like cash. In the event the card is lost or stolen, you must report the card as missing. Any value used in the interim is the sole responsibility of the cardholder; you are responsible for any usage from the time of card loss, to the time of reported loss. Any funds still in your card account will be transferred to your new replacement card.

About Contacting Us:

21. How do I contact you when I have a question?

- Contact Buffalo Bills Customer Service at 1-877-228-4257
- Email TruCa\$h at service@trucash.com, or call 1-800-624-6171.