



FAQ - Visa Gift Card

Gift Card General Information:

- Virtual Visa gift cards are emailed to Tier 1 schools upon completion of the location's initial, refresher, and annual training. CYPs and Teen Centers do not receive gift cards.
 - An email notification entitled, "Open Now! Anchored4Life Resource is Now Available" is emailed to the location, along with an access code, when the gift card is ready to be retrieved by your location.
 - Log in to your Anchored4Life account to retrieve the funds. Make note of your access code, which you'll need when retrieving the funds.
- Your Visa Gift card, issued for your use in supporting your current Team Leaders, should be used within two (2) years of receipt.
- Anchored4Life purchases the Visa Gift Card from a 3rd party, and the eGift Cards are issued by MetaBank.
- There is no need to activate your Gift Card. It has already been activated for you.
- The Visa Gift Card is a "non-reloadable prepaid" debit card.
- Visa Gift Cards can be used online the same way you would use a credit card.
- The Visa Gift Card cannot be used to withdraw cash from an ATM.
- After you've used your card and you have a small, odd balance that you would like to use, you can add that balance to an Amazon account. Instructions to do so are here: [Amazon Reload](#).
- If there are questions about the Gift Card, contact customer service at **833-322-6760**.
- Check the balance available on your Gift Card here: <https://balance.vanillagift.com>.
- The billing address assigned to your Gift Card when it was sent to you is:
Anchored4Life, PO Box 342695, Austin, TX 78734

Gift Card Security:

- After the Gift Card is sent to the participating location, Anchored4Life is not responsible for the management of the funds.
- Anchored4Life highly recommends that you create a tracking system for the A4L Admin POC or Advisers to properly manage the funds.