

AAA FAQ

Q. Where can I use my AAA MasterCard Gift Card?

A. Your AAA MasterCard Gift Card can be used anywhere Mastercard debit is accepted.

Q. Do I need to setup a PIN number to use my AAA Mastercard gift card?

A. You do not need a PIN to use your AAA Mastercard gift card, however, if you desire to setup a PIN for use with this card, please call the number on the back of the card and follow the prompts to set up your unique PIN.

Q. Who do I contact if I have an issue with my gift card?

A. If you have any issues using your gift card, call the 24/7 customer care center using the number on the back of the card.

Q. What do I do if I lose my gift card or it gets stolen?

A. You should retain the 12-digit PID on the back of the card in a safe, secure place. In the event the card is lost or stolen you will need that information in order to get a replacement card.

If your card is lost or stolen call the 24/7 customer care center at 877-856-0222 and they will help you get a replacement card.

Q. Can the dollar amount on the gift card be increased?

A. No. The value on the gift card cannot be increased after purchase.

Q. Can I return the gift card for cash?

A. No. Once a gift card is purchased it cannot be returned.

Q. Can I transfer this gift card to someone else?

A. Yes, you can give your gift card to another person to use if you so desire.

Q. What are the hours of operation for customer service?

- A. the Customer Care Call Center is open 24 hours a day, 7 days a week, 365 days a year. You can call at any time and receive the balance on the card and the last few transactions via the IVR, or you can speak directly to a Customer Service Agent about your gift card.