



**American
Red Cross**

Bay Area Chapter

Together, we can save a life

Client Assistance Card Terms and Instructions for Clients

Dear American Red Cross Client:

You have been given a *Client Assistance Card* so you may buy your emergency items. This card can be used at the merchant of your choice and is used just like a MasterCard. Your caseworker or after-hours disaster worker has loaded the card with the financial assistance for you or your family. You have also been given a copy of the *Client Authorization Form* that lists the items you should purchase and the amount allotted for each item. Below are some instructions for using the card:

1. If your card has been issued after regular business hours or on the weekend, please call the office at **415-427-8010** on the next business day to make an appointment to meet with a caseworker.
2. **The Red Cross is Tax Exempt. This means you should not pay sales tax.** Please give the merchant the *Merchant Letter* which explains this in detail.
3. **Cards should be used within 15 days of issuance.** If you need assistance after this time, please contact your caseworker.
4. **Cards are to be used to purchase only the items listed on your *Client Authorization Form*. The card may never be used to purchase alcohol, tobacco products or weaponry. Violation of this policy may result in termination of current and future assistance.**
5. **SAFEGUARD YOUR CARD.** We recommend that you keep your card with you at all times. If your card is lost or stolen, please notify the bank at **1-866-260-5304** immediately and then the Red Cross office.
6. **Red Cross reserves the right to deactivate your card at any time for misuse.** Card activity is monitored daily. There will be no duplication of funds for services already issued.
7. Your card can be used for temporary housing (motel/hotel assistance) at the motel/hotel designated, but **may not be used for in-room movies, phone calls, or room service.** Please secure your lodging before making other purchases.
8. If for some reason you do not stay at your designated motel for the length of time given you or you must change motels, please notify the Red Cross office immediately.
9. Only the person who signed the back of the card can use the card. This person will have to do the shopping with all other family members.
10. Please use the *Client Record of Purchases* form to help you keep track of your purchases.
11. **You may call the bank at 1-866-260-5304** to obtain the balance amount on your card at any time. You will need to give them your pre-disaster address and telephone number and the four-digit access code number, which is found in the lower right corner of your *Client Authorization Form*.
12. Should you plan to buy merchandise at stores that only accept debit cards, (e.g., Wal-Mart or Costco) a PIN may be required. Your PIN is located just above the Red Cross logo on the cardholder agreement. To change your PIN, call the bank at the above number and follow the instructions for changing a PIN.
13. **If a merchant will not accept the card, please give them a copy of the *Merchant Letter*. If you are still not able to use the card, please call the office at the above telephone number.**

I understand that the American Red Cross is here to help me through my recovery period and that all Red Cross assistance is an outright gift. I further understand that the American Red Cross (ARC) reserves the right to electronically monitor my account expenditures and that I can only use the card for the items of assistance that are listed on the *Client Assistance Card Authorization form*. The items of assistance have been explained to me and I have been given a copy of this form. Initial: _____

Signed and acknowledged: _____ Date: _____