



Customers were able to purchase a Love Frisco e-gift card online between June 12, 2020 and August 31, 2020 and the Town of Frisco added to their purchase with a 33% bonus e-gift card. **E-gift cards are no longer available for sale.**

## FREQUENTLY ASKED QUESTIONS

**What was Love Frisco, Shop Frisco and Love Frisco, Stay Frisco?** The Town of Frisco introduced the Love Frisco, Shop Frisco and the Love Frisco, Stay Frisco e-gift card programs to promote shopping locally at Frisco restaurants, retailers and staying in Frisco hotels and motels. Frisco Town Council approved \$125,000 to fund the programs to support economic recovery during COVID-19.

**Does my Love Frisco Card expire?** The purchased value of a Love Frisco Card never expires. Bonus Love Frisco Cards distributed between June 12, 2020 - August 31, 2020 expire on September 15, 2020.

**Will my card work anywhere?** The Love Frisco Card can be used at any location that has signed up for the program. [A list of participating businesses can be found here.](#)

**How do I access my Love Frisco Card?** Love Frisco Cards were emailed or sent via text message when purchased. Love Frisco Cards are also accessible via the account you created when you purchased your Love Frisco Card at [www.Yiftee.com](http://www.Yiftee.com).

**How do I check the balance of my Love Frisco Card?** Love Frisco Card balances can be checked at [www.Yiftee.com](http://www.Yiftee.com) by logging into your account created at the time of purchase.

**How is the Love Frisco Card redeemed?** The Love Frisco Card is keyed in manually into a business' Point-of-Sale system or terminal system. Love Frisco Cards cannot be swiped.

**Can refunds be provided to my card?** Yes, just as refunds would be applied to your credit card, they can also be applied to your Love Frisco Card.

**Can I use the same card at multiple locations?** Yes, a Love Frisco Card can be used more than once at multiple participating businesses provided there is adequate balance on your card.

**What happens if my purchase amount exceeds the balance on my Love Frisco Card?** If your purchase exceeds the Love Frisco Card balance, you will need to have a separate form of payment to cover the difference of the purchase amount.

**What do I do if my Love Frisco Card is declined?** If your Love Frisco Card is declined, it could be because: 1. The information is entered into the POS or terminal system incorrectly, try re-entering the information. 2. The value on the card is less than what is trying to be redeemed. Have an additional payment form ready in this instance. 3. You are trying to redeem the Love Frisco Card at a non-participating business

**Are there fees associated with the Love Frisco Card?** Yes, a \$3.00 fee will be deducted monthly from the Love Frisco Card balance after 12 months of inactivity. Activity means any action resulting in a change in balance, other than fee imposition, or adjustment due to error or prior transaction reversal.

**Questions?** Please contact Tasha Wilson, Frisco/Copper Visitor Information Center Manager, at [TashaW@townoffrisco.com](mailto:TashaW@townoffrisco.com).