

MSA GIFT CARD & VOLUNTEER REWARDS CARD FREQUENTLY ASKED QUESTIONS

WHERE ARE MSA GIFT CARDS / VOLUNTEER REWARDS CARDS ISSUED?

Both are available from the Student Union Recreational Library (Level 1, 21 Chancellors Walk, Monash University VIC 3800).

WHAT DO THEY LOOK LIKE?



WHERE CAN I USE IT?

Both cards are redeemable at the following MSA Outlets (where EFTPOS facilities are available): Biker Co, MSA Events, Monash Uni Student Theatre, Sir John's Bar, Student Union Recreational Library, MSA Training & Professional Development, Wholefoods Cafe & Restaurant, MSA Rewards.

HOW LONG DOES IT TAKE FOR MY CARD TO BECOME ACTIVE?

In the interim, for the first few weeks of April there will be a 1-2 business day delay in activations (ie. your card will become active and useable 1-2 days from date of issue).

HOW DO I USE IT?

1. Take your MSA Gift Card / Volunteer Rewards Card to any MSA outlet that accepts EFTPOS.
2. Swipe the MSA Gift Card / Volunteer Rewards Card, select 'Savings' on the EFTPOS terminal. The purchase amount must be equal to or less than the balance on the card.
3. Enter the PIN number on the back of the card and press OK.

WHEN DOES MY CARD EXPIRE?

The MSA Gift Card is valid for 36 months and the Volunteer Rewards Card is valid for 12 months from the date of issue.

HOW DO I CHECK MY BALANCE?

Check your MSA Gift Card or Volunteer Rewards Card balance and transaction history by visiting msa.monash.edu/balance or calling Customer Care on 1300 764 721.

Please be aware of your card's remaining balance before making a purchase – if the total cost of items purchased is greater than the balance of the card, you will be required to make up the difference with another payment method.

WHERE CAN I FIND THE TERMS & CONDITIONS?

Please visit msa.monash.edu/balance.

I HAVE FURTHER QUESTIONS NOT ADDRESSED HERE, WHO CAN I ASK?

Please email msa@monash.edu.