

## FREQUENTLY ASKED QUESTIONS BY CARDHOLDERS:

### About My Card:

**1. What is the Buffalo Sabrebucks card?**

The Buffalo Sabrebucks card is not a credit card. It is a prepaid, stored value and reloadable payment vehicle. Once money is deposited on your card, you can make purchases for goods and services at the Box Office, Team Store, Harbor Club, Concession Stands, HarborCenter, (716) Food and Sport, and IMPACT Sports, as well as for tickets and merchandise. This card cannot be used outside of First Niagara Center and HarborCenter.

**2. What are the advantages of the Sabrebucks card?**

This card will allow you to track purchases and view your available balance.

**3. Is this card valid for other events at the First Niagara Center?**

The card can be used to make purchases at the Box Office, Team Store, Harbor Club, Concession Stands, HarborCenter, (716) Food and Sport, and IMPACT Sports.

**4. Do I need to register my Sabrebucks card?**

Sabrebucks cardholders need to visit [sabres.trucash.com](http://sabres.trucash.com) and follow the prompts to complete their card account profile to ensure their information is correct.

**5. Are we able to activate the cards over the phone if the customer doesn't have access to a computer?**

Please call Trucash Customer Service at 1-800-624-6171: Mon – Fri.: 9AM -5PM (EST).

**6. What happens if I would like to purchase tickets over the phone with my Sabrebucks card?**

All you need to make a purchase over the phone is your card number and the CVV code on the back of the card; swiping of the card is not required.

**7. What if I purchase something that costs more than the balance on my card?**

It is recommended that you check your account balance on a regular basis. You can use the balance and pay the difference with a different form of payment. Please note: keep your card, even if you have a zero balance, as the card is reloadable. **Please Note:** In the event you exceed the amount available on the card, the transaction will be declined.

**8. How do I find out what balance I have on my Sabrebucks card?**

Visit [sabres.trucash.com](http://sabres.trucash.com) and log in to your account to update your profile, check your balance and your transactions. Balance checkers are available at First Niagara Center or at Account Services.

**9. How can I see my transaction history?**

Simply visit [sabres.trucash.com](http://sabres.trucash.com), and log in to view your card activity.

**10. How can I check my balance if I do not have a computer?**

Please call Account Services at 1-888-GO-SABRES or Trucash Customer Service at 1-800-624-6171: Mon – Fri. : 9AM -5PM (EST). Your information will be verified before any card details are disclosed. Balance checkers are available at First Niagara Center.

**11. Where can I find specific details to fees relating to my Sabrebucks card?**

Visit [sabres.trucash.com](http://sabres.trucash.com) for a complete list of program Terms and Conditions.

**12. Where can I obtain additional Sabrebucks cards?**

Please visit the Ticket Office at First Niagara Center or contact your Account Services Representative.

**13. What happens if I would like to return a purchase that I made using my Sabrebucks card?**

Your funds will be loaded back into your card account just like any other point-of-sale return.

**14. What do I need to do if my card is lost or stolen?**

For lost or stolen cards please call Trucash Customer Service at 1-800-624-6171:

Mon – Fri. : 9AM -5PM (EST) or contact your Account Service Representative. Please be aware that you will be responsible for any transactions that occur between the time the card is lost or stolen, and when reported to TruCash.

**About My e-Wallet:**

**19. What can I do in my e-Wallet?**

Visit [sabres.trucash.com](http://sabres.trucash.com) to:

- Update and maintain your personal information in the “Profile”.
- View your card balance and purchase history in “Transaction History”.
- Change your password.

**20. How do I update my personal details?**

Visit [sabres.trucash.com](http://sabres.trucash.com), login, and update your information on “Profile” page, or call Guest Services 1-888-GO-SABRES or TruCash Customer Service 1-800-624-6171.

**21. How can I check the balance and/or purchase history on my card?**

Visit [sabres.trucash.com](http://sabres.trucash.com) and log in or call the Account Services at 1-888-GO-SABRES or TruCash Customer Service 1.800.624.6171.

**About Security:**

**22. How secure is my money with the Sabrebucks card?**

Your money is very secure. Your signature on the back of the card will be checked against your signature when you sign your sales receipt.

**23. What happens if my card is lost or stolen?**

Call TruCa\$h Customer Service immediately at 1-800-624-6171 if you believe your card has been lost or stolen, and they will cancel your card. You will then need to obtain a new card from the Ticket Office at First Niagara Center or HarborCenter. Your personal details and card balance will be transferred to the new card. *Please refer to the cardholder Terms and Conditions for more details.*

**24. Who is responsible for the card value if my card is lost or stolen?**

The Sabrebucks card is a stored value card and should be treated just like cash. In the event the card is lost or stolen, you must report the card as missing. Any value used in the interim is the sole responsibility of the cardholder; you are responsible for any usage from the time of card loss, to the time of reported loss. Any funds still in your card account will be transferred to your new replacement card.

**About Contacting Us:**

**25. How do I contact you when I have a question?**

- Contact Account Services at 1-888-GO-SABRES
- Email TruCa\$h at [service@trucash.com](mailto:service@trucash.com), or call 1-800-624-6171.