

AVGEN INCENTIVES GROUP

BUNGLED TRANSACTION WARNING !

It has come to our attention that an error may occur when using multiple gift cards to pay for a purchase. Here is an example of what can happen using two gift cards numbered 111 and 222. A clerk swipes card number 111. The clerk then gets distracted and discards card number 222 by mistake. The clerk then swipes card number 111 again which now reports a zero balance. The customer then goes away scratching their head and reports to us that card number 111 has a zero balance.

Please inform your members of the following:

If you are paying for a purchase with more than one gift card and one gift card is reported to have an unexpected balance then keep all of the gift cards. Do not allow the store clerk to keep any of the cards ! Then send us all of the serial numbers and we will check the balances of each card.

You may also lessen the chance of this happening by giving the clerk only one card at a time.