



Frequently Asked Questions by Customers

1. Do TacoTime Gift Cards have an expiration date?
No. TacoTime Gift Cards do not expire.
2. What will happen if my TacoTime Gift Card is lost or stolen?
Please treat your Gift Card as you would cash, the value of the lost or stolen card is non-refundable.
3. What will happen if the magnetic strip or the card itself is damaged?
As long as the numbers on the card are readable, the card's balance can be verified and used by manually typing in the number on the card.
4. How much can I put on a card?
TacoTime Gift Cards can be activated for any amount from \$3 to \$200.
5. Where can I use my TacoTime Gift Card?
Your TacoTime Gift Card is accepted at participating TacoTime locations. Please visit www.tacotime.com for a location near you.
6. How do I check the balance on my TacoTime Gift Card?
Visit your local TacoTime or the Gift Card section of the TacoTime website. If you have questions about the balance on your TacoTime Gift Card, call 1-866-452-4252 and speak to a customer service representative.
7. Does TacoTime charge a service fee for unused balances on my Gift Card?
No. There is no service fee charge for unused balances on your TacoTime Gift Card.
8. Can I reuse my TacoTime Gift Card?
Yes, TacoTime Gift Cards are reusable. You can reload your Gift Card at any time.

TacoTime Franchisee Support Contact Information

Franchisee Specialized Support <i>Gift Card enrollment questions and Funds movement (balancing, reconciliation or reporting support)</i>	Phone: 1-866-874-7901
Card and Carrier Ordering	Phone: 1-866-796-4990 Email: service@fdcgiftcards.com Website: www.fdcgiftcards.com
Merchant IVR (Interactive Voice Response) Support <i>Balance inquiries, verbal authorization for redemptions and batch activations</i>	Phone: 1-888-321-5428
FMDS (First Data Merchant Services) Credit Help Desk <i>Credit card processing inquiries and credit/gift card terminal support</i>	Phone: 1-877-810-9316
Tasq Help Desk <i>Troubleshooting, download and reboot for First Data Gift Card terminals only</i>	Phone: 1-800-236-8122
TacoTime Customer Service	Phone: 1-866-452-4252
Customer Help Desk <i>Gift Card inquiries</i>	Phone: 1-888-321-5546
TacoTime Financial Adjustment	Email: giftcardhelp@kahalamgmt.com
Update Bank Account Information	Fax: 303-967-6839 Mail: First Data Gift Cards Attn: TacoTime Contract Administrator 6200 South Quebec St., Ste #210 Greenwood Village, CO 80111