



Family Fund, working in partnership with participating high street retailers. Please see inside for details.

# Help with clothing



**Family Fund**  
Helping disabled children

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## How to use your grant

Family Fund uses a multi-retailer card for clothing grants. This card will be sent to you separately from your grant award letter.

Please note that you must activate your card before use and this can be done by following the instructions below. You can only use your card once it is activated.



## To activate your card

1. Please call the Family Fund card phone line on **0344 7709 015** and follow the instructions you will be given. The card activation service is available 24 hours a day, 365 days a year.  
**Please make sure that you have your PIN before you call.**
2. Select option 1 on your telephone keypad, as the card holder, and then option 1 again, to activate the card. Follow the instructions given.
3. Enter the 19 digit card number that can be found on the front of your Family Fund card.
4. **Enter the PIN.** This is the four digit number that you will find in the award method section of your grant award letter or email. Please note that this is not your Family Fund number.
5. Once activated please **keep your card in a safe place.**

## Lost your card PIN?

Please note that you only need the PIN to activate your card, you do not have to use the PIN each time you make a purchase. You will find the PIN in your award letter or email. If you have lost your award letter please go to [www.familyfund.org.uk/lostletter](http://www.familyfund.org.uk/lostletter) to request a new copy of your award letter or email.

## Using your card

When you go to buy your clothing from any of the retailers listed below, you will need to hand the card to the sales assistant, as payment for the items you have selected. Please note that you can only use the money on the card to buy clothing for your child. If your total bill is more than the amount on your card you will need to pay the difference to the assistant, before they swipe your card. The total grant amount needs to be used within six months of the date of your grant award letter or email.

### Please keep your receipts

When you use your card, please keep all receipts for 12 months from the date of each purchase you make, as we may ask you for them in future.



Stores may be subject to change. Please see [www.familyfund.org.uk/clothing](http://www.familyfund.org.uk/clothing) for the up-to-date list. \*Flexecash, the pre-paid card platform which issues the Love2shop cards, can also be used directly on the Peacocks and Schuh websites. This facility is provided by Park Card Services who are authorised and regulated by the Financial Conduct Authority to issue electronic money, FRN: 900016. All trade marks are registered to Park Group Plc. Full terms and conditions can be found at our Love2shop website. For professional use only.

## Frequently asked questions

**Do I have to buy all of the items at the same time?** No. You can buy clothing items as, and when, you need to. However, you must use your total grant amount within six months of the date on your grant award letter or email.

**Can I use some of my own money to add to the amount on the card?** Yes. You can pay the difference to the sales assistant before they swipe your card. Please note that you will need to keep the receipts as usual.

**How can I find out how much I have left on my card?** Please call the automated telephone service on **0344 770 9015** as you are not able to check your card balance in-store.

**What do I do if I lose my card, or it is stolen?** Please call the automated telephone service immediately on **0344 770 9015**, follow the instructions and select option four.

**Where can I use the Family Fund card?** The Family Fund card can only be used at the retail outlets shown in this leaflet.

**Can any member of my family use the Family Fund card?** Unfortunately no. Only the main carer, or the child or young person receiving the grant, is permitted to use this card. Misuse of the card may result in it being withdrawn.

**What do I do if the amount of money you have put on the card is more than I need?** Please visit [www.familyfund.org.uk/contactus](http://www.familyfund.org.uk/contactus) or email [info@familyfund.org.uk](mailto:info@familyfund.org.uk) so that we can discuss how your grant can be used.



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