



[amazon.co.uk](https://www.amazon.co.uk)



Help with games consoles

England, Scotland and Wales



Family Fund
Helping disabled children

Help with games consoles



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How to use your grant

Family Fund uses a retailer card for games console grants (including bundles with games and accessories) which will be sent to you separately from your grant award letter.

You will need to activate your card before use by following the instructions below. Please note that you will not be able to use your card until it is activated.



To activate your card

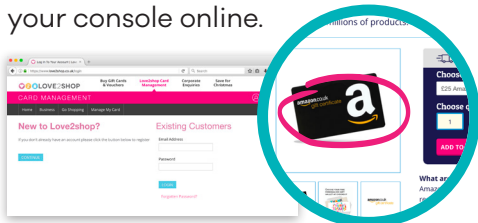
1. Please call the Family Fund card phone line on **0344 770 9015** and follow the instructions given. The card activation service is available 24 hours a day, 365 days a year. **Please make sure that you have your PIN before you call.**
2. Select option 1 on your telephone keypad and then option 1 again to activate the card, then follow the instructions given.
3. Enter the 19 digit card number 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 on 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.

Using your card to buy your console in store

When you buy your games console from Argos or Currys/PC World, 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 a games console (including bundles with games and accessories) 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. Any extra money left over on the card may be put towards further games and accessories. The whole grant must be used within six months of the date of your grant award letter or email.

Using your card to buy your console online at Amazon

Simply visit the Family Fund website here: www.familyfund.org.uk/buyconsole to find instructions on how to use the balance on your card to purchase an Amazon eCode, which enables you to buy your console online.



Using your card to buy your console online at Argos



1. Simply visit www.argos.co.uk and add your chosen console to the online trolley.
2. You will need to sign in to your argos.co.uk account. If you do not have an account then please set one up to continue your purchase. It's free and takes seconds to do.
3. Once you have selected your console, proceed to trolley and choose either the store collection or home delivery option.
4. When you are presented with the payment page, you will need to input your card number in the Argos and flexecash* gift card section. As you enter the card number the page will change to request the relevant expiry and card security code.

*flexecash is the pre-paid card platform which issues Love2shop cards. This facility is provided by Park Card Services who are Authorised and Regulated by the Financial Conduct Authority to issue electronic money. (FRN: 900016)

Lost your card PIN?

You only need the PIN to activate your card, you do not have to use the PIN each time you make a purchase. You can find the PIN in your award letter or email. If you have lost your award letter please go to www.familyfund.org.uk/contactus to request a copy of your award letter or email.

Keep your receipts

When you use the card, please keep all receipts for 12 months from the date of each purchase you make. We may write and ask you for them. If you have any problems with your console, you will need to show your receipt to the retailer.

Frequently asked questions

Can I use some of my own money as well as the amount on the card?

Yes. You can pay the difference to the sales assistant before they swipe your card. Please note that you need to keep the receipts as usual.

How can I find out how much I have left on my card?

Please call the card phone line **0344 770 9015**. Unfortunately 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 card phone line 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 it and misuse of the card may result in it being withdrawn.

How long do I have to use my award?

The grant must be spent within six months of the award date. Any funds that are unused after six months will then be returned to Family Fund.



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