



**The Entertainer**  
TheToyShop.com



**TheWorks.co.uk**

**Waterstones**



**hmv**

**Help with  
games, books  
and music**



**Family Fund**  
Helping disabled children

Images are for illustration purposes only. Stores may be subject to change.  
Please see [www.familyfund.org.uk/music-books-games](http://www.familyfund.org.uk/music-books-games) for the up to date list or call 01904 550055.

**[www.familyfund.org.uk](http://www.familyfund.org.uk)**

# Help with games, books and music



**Family Fund**  
Helping disabled children

## How to use your grant

Family Fund uses a retailer card for games, books and music grants. Your card will be sent to you separately from your grant award letter.

Please note that you must activate your card before use. This can be done by following the instructions below. 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 7709 015** 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. Follow the instructions given.
3. Enter the 19 digit card number. This 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, on your grant award letter. Please note that this is not your Family Fund number.
5. Once activated, please keep your card in a safe place.

## Using your card

When you go to buy your games, books and music from any of the retailers listed below, you will need to hand your 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 games, books and music 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. Your total grant amount must be used within six months of the date of your grant award letter.



## Lost your card PIN?

You only need the PIN to activate your card, so you do not have to use the PIN each time you make a purchase. Please have a look for your PIN in your award letter. If you have lost your award letter please go to [www.familyfund.org.uk/contactus](http://www.familyfund.org.uk/contactus) to request a new copy.

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## 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 write and ask you for them.





## Frequently asked questions

**I have spent some of the money on my card, and have an amount left. Can I use some of my own money to add to this?** Yes. You can pay the difference to the sales assistant before they swipe your card. You must keep the receipts as usual.

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

Please call the card phone line on **0344 7709 015**.  
You will not be 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 7709 015**, following the instructions and selecting 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 is permitted to use this card 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 be returned to Family Fund.



# Family Fund

Helping disabled children

[www.familyfund.org.uk](http://www.familyfund.org.uk)

