

The Mall Gift Card

Frequently Asked Questions (FAQ)

What is the purchase fee?

A: A nominal fee of \$2.95 per Card applies. The Mall Gift Card offers added versatility because it can be redeemed nationwide at any U.S. merchant that accepts American Express (including Puerto Rico and the U.S. Virgin Islands).

Q: What is provided with the Mall Gift Card?

A: You will receive a matching cardholder. The terms and conditions are also included.

Q: Why is there a fee?

A: A fee is charged to cover operational costs. Because this Gift Card is accepted nationwide wherever American Express is accepted, these costs can be higher. One of the benefits of this card is that you can choose the amount to load onto the Gift Cards. Other bank cards may charge a higher fee for set denominations.

Q: What are the available amounts to load onto the Mall Gift Card?

A: You can choose any amount between \$10 and \$500 per card. Amounts between \$501 and \$1,000 per card may be loaded at the CBL Corporate Office. Additional paperwork and restrictions may apply.

Q: Is the CBL Malls Gift Card still available?

A: The CBL Malls Gift Card has been discontinued. The new Mall Gift Card offers more versatility to our customers because it can be spent at any U.S. merchant that accepts American Express (including Puerto Rico and the U.S. Virgin Islands).

Q: Do you have the American Express Gold Card?

A: No, however the Mall Gift Card offers a better value to our customers at only \$2.95 per card and you can choose the denomination to put on your Gift Card.

Q: Where can I use the Mall Gift Card?

A: The Mall Gift Card is accepted nationwide at merchants who accept American Express. Casinos, ATMs and cruise lines do not accept the Mall Gift Card.

Q: My Mall Gift Card was lost or stolen, can you assist?

A: Yes – your Gift Card is replaceable for free if lost or stolen. You must be able to provide the 15-digit Gift Card number or a copy of the receipt in order to process. Only funds remaining on the Gift Card at the time of replacement can be replaced.

Q: Where is the Mall Gift Card accepted?

A: The Mall Gift Card can be used at any U.S. merchant that accepts American Express (including Puerto Rico and the U.S. Virgin Islands), inside or outside of the shopping center (including other CBL locations).

The Mall Gift Card

Frequently Asked Questions (FAQ) (cont.)

Q: How is the Mall Gift Card different than the previous CBL Malls Gift Card in terms of acceptance?

A: The CBL Malls Gift Card can only be used at merchants within a CBL shopping center that accept American Express. The Mall Gift Card is redeemable at any merchant (both inside the shopping center and out) at any U.S. merchant that accepts American Express (including Puerto Rico and the U.S. Virgin Islands).

Q: How is the Mall Gift Card different from the Gold American Express Gift Card in terms of acceptance?

A: Both cards function the same way in terms of acceptance – they are both accepted at any U.S. merchant that accepts American Express (including Puerto Rico and the U.S. Virgin Islands).

Q: Is the Mall Gift Card accepted in Canada, Mexico or anywhere other than a U.S. location?

A: No, the Mall Gift Card is only accepted in the U.S. (including Puerto Rico and the U.S. Virgin Islands).

Q: What is the purchase fee for the Mall Gift Card? – What is the service fee?

A: Purchase fee = \$2.95; There is no monthly service fee on the Mall Gift Card.

Q: Can the Mall Gift Card be replaced if lost or stolen?

A: Yes, the prior CBL Mall Gift Card replacement policy also applies to the Mall Gift Card. The Mall Gift Card is replaceable for free if lost or stolen. Old CBL Malls Gift Cards will also be replaced free of charge with a new Mall Gift Card.

Q: Is the CBL Malls Gift Card still valid?

A: Yes, the blue CBL Malls Gift Card can still be redeemed at retailers within your mall.