

CLEARWATER



CLEARWATER MALL GIFT VOUCHER

FREQUENTLY ASKED QUESTIONS

1. Why do we ask for your Name & ID?

- As use of the MasterCard Gift Card is considered a financial transaction and the Gift Card is issued by a bank, this is a requirement in terms of the Financial Intelligence Centre Act of 2001 (FICA).
- FICA was enacted to combat money laundering.
- Whilst this is inconvenient to innocent people such as yourselves, this is a legal requirement and can be seen as assisting in the combating of crime.
- This allows Clearwater Mall and its management to fulfill its requirements in terms of the FICA legislation.

2. What is required?

- In the case of an individual purchase, we require your full names and a valid South African ID number or passport number.
- In the case of a company purchase, we require the company name and company registration number.

3. What will we do with your personal details?

- These WILL NOT be disclosed to any third party unless required in terms of FICA legislation.

4. What if I'm not willing to provide these details?

- Your details are required for us to comply with FICA and unfortunately should you not be able to provide these we are not able to sell you a Gift Card.

5. What are the terms & Conditions?

You can read the complete list of terms and conditions by [clicking here](#)

6. How do I check a Gift Card balance?

- To check your Gift Card balance, you can choose from the below options:
 - Log onto <https://www.whatsonmycard.com/index.cfm/default/>
 - Call the Tutuka support line on 0861 10 12 10 and select Account Balance (option 1)*
 - SMS your Gift Card number (no spaces) to 34246*
- * Standard cellphone rates apply

7. What do I do if I lose my card?

The process for investigating and cancelling a lost Gift Card can only be done during normal working hours (Mon – Thurs & Sat: 9am – 7pm, Fri: 9am – 9pm, Sun: 9am – 5pm). Please email your Gift Card number and contact details to our Gift Card Controller, Ellerine Matlapeng (ellerine@clearwatermall.co.za), to investigate and contact you accordingly.

8. Will a Gift Card ever expire?

Yes, Gift Cards expire 3 years after purchasing them.

9. Can I reload a Gift Card?

Gift Cards are not re-loadable.

10. Can I purchase a Gift Card online?

Gift Cards cannot be purchased online, but can be purchased at our Guest Relations Desk at Entrance 2 or or via EFT (Pre-arranged purchase) customer.service@clearwatermall.co.za