

# Trillium Advantage Card Benefits

## **Questions & Answers**

## 1. What is the Trillium Advantage Benefits Card?

It's a card you'll receive in the mail after being approved for certain Value-Added Service or after earning certain Member Incentive Rewards. You will only receive *one card*, and all future rewards will be loaded onto it

#### 2. How does the card work?

It functions like a debit card with separate "wallets" for each reward. You can use the funds at approved stores and websites.

## 3. Should I select debit or credit when using the card?

Always select *credit* at checkout. If prompted for a PIN, bypass it—*there is no PIN* associated with the card.

## 4. Are there any restrictions on what I can buy?

Yes. The card *cannot* be used to purchase:

- Tobacco
- Lottery tickets
- Firearms or ammunition
- Alcohol

# 5. Can I manage my card online?

Yes! Visit mybenefitscenter.com to:

- Download the mobile app
- View your balances
- Find eligible products
- Locate participating retailers

# 6. Can I add the card to my mobile wallet (e.g., Apple Pay or Google Wallet)?

No, the card *cannot* be added to mobile wallets.



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## 7. What should I do if my card is lost or stolen?

Call *Trillium's Member and Recipient Services* at *1-877-685-2415* to report it. A replacement card will be mailed to you, and your benefits will be transferred.

Note: If benefits are stolen, they cannot be replaced.

#### 8. How will I receive myTrillium Advantage Benefit card?

Cards will be mailed to the address that was provided in the application upon receiving their first reward.

#### 9. How do I activate my card?

Members can activate their card once they have it at mybenefitscenter.com. They will do this by entering their card number with no spaces or dashes. Activation requires a date of birth. It will be the two-digit month and two-digit day and the four-digit year. Example: DOB = 03251978.

## 10. Where can member benefit card be used and what can they buy with it?

A list of participating retailers and products is available on <a href="https://www.mybenefitscenter.com/">https://www.mybenefitscenter.com/</a> or the OTC Network App.

## 11. How do I view my balance?

You can visit <a href="https://www.mybenefitscenter.com/">https://www.mybenefitscenter.com/</a>, or members can download the OTC Network App.

#### 12. Will member awards expire?

Member rewards will expire annually on June 30th.

# **Trillium Advantage Card – Member Help Videos**

Explore these short videos to learn how to use your Trillium Advantage Benefits Card and the My Benefits Center platform.

- How to Access & Navigate My Benefits Center
- A How to Shop Online
- How to Manage Your Visa Card on My Benefits Center
- Where Can I Use My OTC Card?
- What Can I Buy with My OTC Card?
- How to Shop In-Store with Your OTC Card
- How to Scan to Pay
- About the OTC Network Member Guide
- Getting Started How to Use the App
- Introducing My Benefits Center
- A How to Activate Your OTC Card

Please call **Trillium's Member and Recipient Services** at **1-877-685-2415** if you need help after watching the help videos.