

CBL Malls Gift Card

Frequently Asked Questions

Where can I use my CBL Malls Gift Card?

Use your Gift Card at stores accepting the American Express® Card in participating CBL Malls nationwide. Visit your nearest CBL Mall or go to cblproperties.com for a list of participating malls.

How do I find the available balance on my Gift Card?

The original balance should be indicated on the white box located on the back of the Card. At any time, you can confirm the available balance online at <https://www.aeprepaid.com/> or by calling 1.800.263.5206 (automated phone).

Is the card valid without my signature?

Gift Cards should be signed by the user. Merchants should verify the user's signature on the receipt with the signature on the back of the card.

What if the purchase amount is more than the available balance on my Gift Card?

To make a purchase that is greater than the amount of the Available Funds, ask the cashier if the merchant can accept two forms of payment. If so, first pay the difference with another form of payment accepted by the merchants (many merchants can only accept cash or check as the other form of payment), and then use your Gift Card to pay the remaining balance. Not all merchants offer this as an option.

Do restaurants and salons accept the Gift Card?

Some restaurants and nail/hair salons accept the CBL Malls Gift Card. Typically restaurants and salons add a fixed percentage (approx. 20%) to the authorization amount when they swipe your Gift Card for authorization to cover the tip that would normally be added to the transaction amount. Depending on the Available Funds, the transaction may be declined, or it may result in a "hold" for the additional amount. To avoid complications, you can generally ask the restaurant or merchant to only authorize the amount you have requested. See Agreement for more details.

How do I return something purchased with my Gift Card?

Keep your purchase receipt and Gift Card in case you wish to make a return. Return policies vary at every store. Please inquire about the return or exchange policy when making your purchase. If the merchant issues a credit to the Gift Card, these funds may not be available for 3 to 7 days.

What if my Gift Card is lost or stolen?

Keep a separate copy of your Gift Card number in case of loss or theft. If your Gift Card is lost or stolen contact us immediately at the Customer Service Number. Your Gift Card can be replaced, free of charge, ONLY if you can provide us with your Card number. Funds debited from a lost/stolen Gift Card prior to our receipt of your notification cannot be replaced. See Agreement for more details.

Does my Gift Card expire?

The Gift Card has a "Valid Thru" date on the back of the Gift Card. The card is not valid after the last day of the month listed but the funds do not expire. If available funds remain on the Gift Card after the "Valid Thru" date call the Customer Service Number for instructions on how to redeem the available funds.

Are there any service fees?

A Service Fee of \$2.00 per month is deducted from the value of the Gift Card; subject to applicable law. The Service Fee is waived for the first 12 months after purchase.