

Bramalea City Centre – Digital Gift Cards FAQ

How can I buy a BCC eGift Card?

eGift Cards are now available! You can purchase BCC eGift Cards online [HERE](#).

Please note: *BCC eGift Cards are only available through the official link above. We do not partner with any third-party gift card sellers.*

Can I purchase a BCC eGift Card online?

Yes! eGift Cards can be purchased online [HERE](#). These cards are delivered via email and are compatible with Apple and Google phone wallets.

How do I use a BCC eGift Card?

Using Apple Wallet (iPhone):

- For Face ID: Double-click the side button. Authenticate using Face ID or passcode.
- For Touch ID: Double-click the Home button.
- Hold the top of your iPhone near the contactless reader until a checkmark and “Done” appear.

Using Google Wallet (Android):

- Swipe up from the home screen or open the Google Wallet app.
- Select your gift card.
- Authenticate using your fingerprint, PIN, or iris scan.
- Hold your phone near the contactless terminal to complete the transaction.

My recipient didn't receive their BCC eGift Card!

No problem! Please ask the recipient to check their Junk or Promotions folders (especially for Gmail users).

If they still don't see the email, contact: guestbccbramaleacitycentre@morguard.com

My eGift Card isn't showing in the Get My eCard app.

If you've already downloaded the app, try logging out and back in again. Your new card should appear.

Why is there a fee for eGift Cards?

A small 1.5% fraud mitigation fee is charged at the time of purchase. This helps enhance digital transaction security and prevent fraud.

Do I need a mobile device to use a BCC eGift Card?

Yes. BCC eGift Cards are only compatible with Apple and Google wallets. A mobile device is required for use with participating retailers.

How do I check the status of my eGift Card order?

Visit [HERE](#) and enter your Order Number and Purchaser Email to check the status.

What denominations are available for BCC eGift Cards?

BCC eGift Cards can be purchased in amounts ranging from **\$5 to \$500**.

Where can I use my BCC eGift Card?

eGift Cards are accepted at many retailers across Bramalea City Centre, including restaurants, department stores, and Metro grocery.

Exceptions include:

- Shoppers Drug Mart
- Dollarama
- Banks
- Dental offices
- LCBO
- The Beer Store
- MCI The Doctor's Office
- Select food vendors and kiosks

Look for the gift card icon on individual store listings to confirm acceptance.

Do BCC eGift Cards expire?

Funds on the card never expire. However, the plastic card (if applicable) has an expiration date printed on the back. If your plastic card expires, call **1-888-635-0506**.

How can I check my BCC eGift Card balance?

You can check your balance by:

- Using the **Get My eCard App**
- Visiting getmybalance.com
- Call **1-800-755-8608**

Can I redeem my BCC eGift Card for cash?

No. eGift Cards are not redeemable for cash.

Where and how can I use my eGift Card?

BCC eGift Cards are accepted by over **150 participating retailers and services**. They function just like a credit card at checkout.

What if my purchase exceeds my eGift Card balance?

You can pay the remaining balance using any other payment method accepted by the retailer.

What if I need to return an item purchased with a BCC eGift Card?

Refunds will be returned to:

- The original eGift Card,
- Store credit, or store-branded gift card (at the retailer's discretion).

*Only the portion paid via eGift Card can be refunded to the card. It may take up to **7 business days** for the refund to reflect. Keep your receipt and card until the refund is processed.*

Can I return, exchange, or refund my eGift Card?

No. All gift card sales are final. eGift Cards cannot be refunded, exchanged, returned, or reloaded.

Can I use my eGift Card to buy another BCC eGift Card?

No. eGift Cards cannot be used to purchase additional BCC eGift Cards.

Can I combine multiple BCC eGift Cards into one?

Unfortunately, we are unable to consolidate multiple cards into one.

Is the BCC eGift Card printable?

No. BCC eGift Cards are digital only and must be added to the mobile wallet to be used.

Printed versions will **not** be accepted. They also **cannot** be redeemed at gift card kiosks or transferred to a physical card.

Looking for a physical card or greeting option?

Our eGift Cards include a variety of virtual greeting cards for every occasion.

Prefer something tangible? Visit one of our **gift card kiosks** for physical cards.