



## WELCOME

**REGISTRATION / ACTIVATION INSTRUCTIONS** – All Newly Issued Hero Cards Must Be Registered Prior To First Use at [www.MyHeroCard.com](http://www.MyHeroCard.com). Click on the “Register New Card” Button then enter your 16-digit card # and 4-digit Pin # (located on the back of your card), your name, address, phone and email. Local benefit providers are not required to honor member cards that have not been registered. Cards cannot be replaced if lost or stolen unless they have been entered into our system at registration.

### FAQ's

**What type of benefits are available with the Membership?** For a complete list of member benefits and details visit [www.MyHeroCard.com](http://www.MyHeroCard.com), then **Click on** “View Benefits Button.” Most locally owned businesses allow a 20 to 25% savings to be deducted from your check. Some offer Buy One Get One Free or Buy One Get Second Half Price. Some offer a specific \$ discount at purchase. Some offer combinations of these offers. Some businesses limit the dollar amount of discount per visit.

**How often can I use My Hero Card?** Members can use their card to redeem the benefits based on the specific offer made by the Hero Business. Most benefit providers allow for an unlimited number of usages for the entire membership period! There is no limit on the number of times per day the card can be used provided it is used at different benefit provider locations. Hero Card Inc. does not limit your daily usage in any way unless specifically requested by the benefit provider or limited by the specific benefit offer. A few benefit providers may limit usage to a certain number of times per month or year. Please refer to the specific offers made on the Hero Card Benefit Summary Page for any usage limitation.

**How do I use my Hero Card?** Simplicity is one of the great benefits of the Hero Card. Just present to your attendant, waiter, waitress, cashier or other benefit provider representative. Hero Card and we do all the rest.

**What is the standard membership period and what is the cost?** The standard 12-month membership is \$69 for new members. The special renewal pricing of \$49 is currently available to Hero Card members with a valid, active membership. There is **No Cost** for designated Hero Groups. Card expiration for designated Hero Groups is December 31, 2025.

**When will my Hero Card Membership expire?** Your membership will expire on the last day of the month and year embossed or printed on the lower right of your card.

**Fundraising** - Yes. <https://www.myherocard.com/fundraiser-benefits-2>. We currently provide special Hero Card annual membership pricing to local charities and fundraisers. The prices available to groups like these are significantly below our standard retail price of \$69 per year. Currently, many of our local Charities sell the Hero card for \$30 and split the proceeds of all sales 50/50. If you have interest in using the “Hero Card” for your fundraising event or have additional questions, please call 706-955-0436 for availability and pricing.

**What If I Lose My Card?** It is important to activate your card Immediately upon receipt. Lost or stolen cards cannot be replaced if they have not been activated. Because we provide in bulk, a large quantity of member cards to local charities, we have no way of associating a card # with an individual purchaser prior to activation. The current charge for the replacement of a valid lost or stolen Hero Member Card is currently \$10. This charge may be waived at our discretion.

**A Few Rules:** Feel free to visit as many benefit locations as you like in any 24-hour period. However, a few benefit locations may limit use to *1 time* in any 24-hour period. Your Hero Card is your responsibility and should never be loaned to anyone other than a spouse or other family member. Loaning your card to an unauthorized person hurts our program directly and could possibly jeopardize our relationships with benefit providers. Frequent usage is the best way to thank our benefit providers. **Enjoy Your Membership!** Contact Hero Card: 706-955-0436. Email: [info@myherocard.com](mailto:info@myherocard.com)

**About My Hero Card.** My Hero Card has been honoring our local Heroes since 2009. *In 2023, with the support of our membership, we will provide over 6,000 Hero Card memberships to our local heroes and their families in Richmond, Columbia, Aiken, McDuffie and Edgefield Counties at no cost to them. Our local Heroes include members of local Fire Departments, Sheriff Departments, US Marshals, GBI, FBI, Gold Cross EMT's, Our Local Towing - Road Warriors and other area First Responders. It is also our great privilege and honor to provide Gold Lifetime Hero Card Memberships to our Veterans with injuries or disabilities received in combat. This would include Purple Heart recipients, veterans diagnosed with severe Post-Traumatic Stress Disorder and TBI. If you have a friend, family member or acquaintance meeting these criteria, please let us know.*