



## Scotland Loves Local Glasgow Gift Card Frequently Asked Questions Updated 1st December 2022

### Who received the Glasgow Gift Card?

A household where at least one resident was in receipt of Council Tax Reduction (CTR) as of 1<sup>st</sup> June 2022 was eligible for a gift card to the value of £105.

The gift card was sent to the lead liable council tax account holder.

One gift card was sent to each eligible household.

### Why is it only households that were in receipt of Council Tax Reduction as of 1<sup>st</sup> June 2022 that are eligible?

A finite amount of money was made available by Scottish Government through the Local Authority Covid Economic Recovery fund, and the decision was taken by Glasgow City Council to use Council Tax Reduction as the criteria for distribution. This option was considered as being both the most reliable in distributing the funding at pace, as well as ensuring the highest number of Glasgow residents could access meaningful support.

### What is Council Tax Reduction?

Council Tax Reduction is a means tested assessment based on the householders' income and household circumstances. This means tested reduction is applied to the Households Council Tax liability and reduces the overall Council Tax element of the bill. You can find out more about Council Tax Reduction [here](#).

### Who is not eligible to receive the Scotland Loves Local Glasgow Gift Card?

The following households were **not eligible** to receive a Scotland Loves Local gift card:

- Households **only** in receipt of single person discount.
- Households in receipt of council tax exemption (e.g., where all adult residents of the household are care leavers, students, school leavers or those affected by a severe mental impairment.)
- Households who applied for Council Tax Reduction (CTR) on or after 2<sup>nd</sup> June 2022 & whose application has been assessed & has been awarded with payments backdated prior to 1<sup>st</sup> June 2022.
- Residents of care homes.

### **If I apply for Council Tax Reduction now will I be eligible for a card?**

No, households had to be in receipt of Council Tax Reduction as of the 1<sup>st</sup> June 2022 to be eligible.

CTR is essentially a means tested reduction applied to households on a low income. This reduction is applied to the households Council Tax liability and reduces the overall bill. You can find out more about Council Tax reduction [here](#).

### **When did eligible households receive their Scotland Loves Local Glasgow Gift Card?**

**Letter 1** was sent to eligible households **week commencing 1<sup>st</sup> August 2022** and included their unique gift card activation code.

**Letter 2** containing the Scotland Loves Local Glasgow gift card was sent to eligible households **week commencing 15<sup>th</sup> August 2022**.

### **How does the Scotland Loves Local Glasgow Gift Card work?**

Once the activation process has been completed it works like any other gift card. You have £105 in total to redeem against goods and services within registered businesses.

### **Are there any additional costs for using the Glasgow Gift Card?**

No. It works the same as any other gift card.

### **Can I only spend the Gift Card in Glasgow?**

Yes. Your Glasgow Gift Card can only be redeemed in the Glasgow City Council area.

### **Do I need to spend the £105 in one transaction?**

No. You can use your card for multiple transactions until the value on your card is zero. The card can also be used within different businesses that are registered with the Scotland Loves Local Glasgow Gift Card Scheme.

### **What do I do if a registered business won't accept the Glasgow Gift Card?**

Please email [supportsllgc@mi-cnx.com](mailto:supportsllgc@mi-cnx.com) confirming the business details.

### **Can the Glasgow Gift Card be spent online as well as over the counter?**

Yes. It can be used to purchase online with Sainsburys, Marks & Spencer and Boots.

### **How secure is the Glasgow Gift Card programme?**

Very. The Gift Card programme utilises payments infrastructure using the Mastercard Network. Funds are secured in a ring fencing FCA compliant wallet.

## **I activated my gift card but there is no available balance to spend?**

Recheck your card balance:

- Online at [www.getmybalance.com](http://www.getmybalance.com)
- Call the balance enquiry number: 0121 260 2849
- Scan the QR code on the back of your card to check your balance.

If your balance is still incorrect:

- Contact the EML Customer Support Team phone number on the back of your card on 0121 268 3210

## **Is the Glasgow Gift card recyclable?**

The Gift Card is a coated 100% paper-based card that provides a recyclable, environmentally friendly alternative to a traditional plastic gift card. Once you have redeemed your gift card, simply peel off the magnetic strip and recycle the gift card as normal.

## **Is the letter sent out with the card recyclable?**

Yes, the A4 letter can be recycled. The letters have a very thin low tack adhesive tape to attach the card – these are separated by the majority of recycling plants or sent on to paper mills to be separated prior to recycling the paper.

## **Is the envelope sent out with the card recyclable?**

The window envelopes can be recycled. The envelopes have window film – these are separated by the majority of recycling centres.

## **Can I load more money on to the gift card and use after 12 months?**

No.

## **Can I exchange the gift card for cash?**

No this will not be possible.

## **Can I use the gift card to purchase electric/gas power cards at my local retailer?**

Yes. If the local retailer is registered to participate in the Scotland Love Local scheme.